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PROCESSOR
Products, News & Information Data Centers Can Trust. Since 1979

IT Planning On Microsoft's Schedule

Even With Changing Dates & Features, You Can Still Make Plans

by Elizabeth Millard

• • •

As every IT and data center manager knows, Microsoft's schedule is more of a guideline for the company than a deadline-driven strategy. Shipping dates slip if development lags, and features can change dramatically from beta to final release. With such an ever-shifting situation, is it possible to do any long-term planning in a Microsoft-run company? The answer, some IT consultants say, is definitely yes—as long as there's some flexibility to accommodate those sudden changes.

Free-Form Plans

When crafting a long-term IT plan, stick with generalities rather than specifics, says IT consultant Ted Demopoulos. If a company does its planning around particular features or releases that have been announced, it could suffer down the line. Instead, anticipate when a switch to a new OS might make good business sense and then add more time into that plan.

Most importantly, small and midsized enterprises should set their expectations appropriately. "There's a definite trend to move more slowly in implementing new Windows releases and not tie any important plans to release dates when possible," says Demopoulos.

Also, it sometimes makes sense to do IT planning as if the releases are not forthcoming. "Don't be the first person to jump on the latest release," says Ann Westerheim, president of IT consultancy Ekaru. "When Service Pack 2 was released for Windows XP, there were a lot of unpredicted application incompatibilities. The people who migrated first often ran into some challenging problems."

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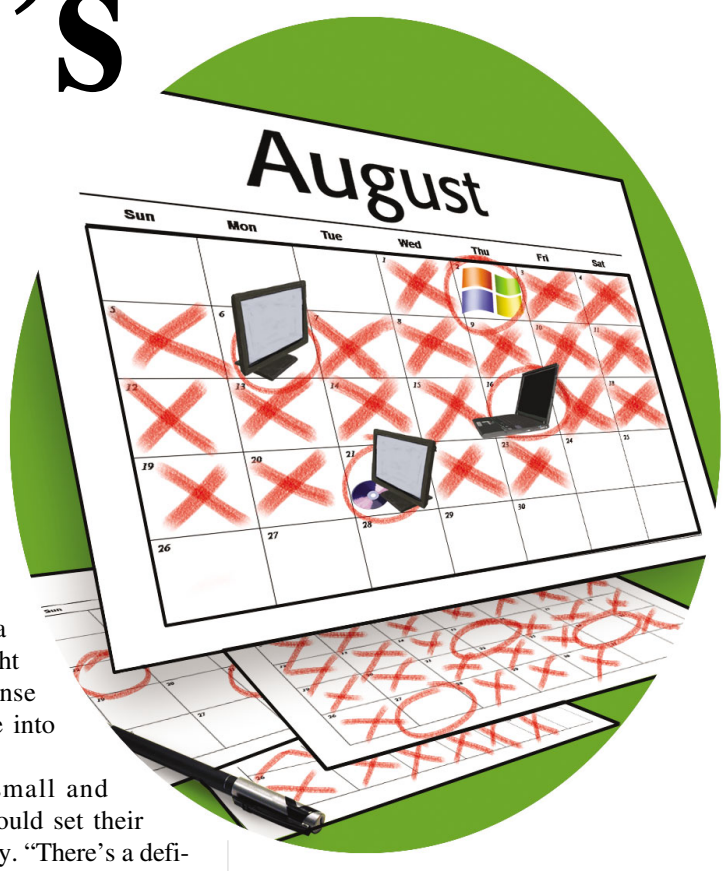

Cooling Planning

Tools To Improve Your Data Center Air Flow

by Sixto Ortiz Jr.

• • •

Electronic components generate substantial amounts of heat. As CPU speeds ramp up, the problem of heat dissipation is very real for data centers that house dozens, possibly hundreds of servers containing single or multiple high performance, heat generating CPUs.

Complex air conditioning and air handling systems work around the clock to maintain climate control in data centers. Now, data center administrators are using commercially available CFD (computational fluid dynamics) software to model temperature and air flows across their data centers to ensure air conditioning and air handling systems are put to optimal use.

CFD: The Science Of Flow

CFD is the set of physical laws that govern the behavior of fluid flow. We all live in a vast ocean of air that is constantly in motion. For the data center, it is very important to optimize and control air flow so cool air efficiently absorbs and removes the heat generated by working electronic equipment packed in high density arrangements. The hot air must also be quickly displaced by the air handling equipment so it can be cooled and returned to the data room, where the heat exchange cycle begins anew.

Using CFD software, data center administrators can model airflow and temperatures within a data center. The result of this software-enabled CFD modeling is usually a graphical depiction of air flows and temperature differences across different portions of a data center.

With this information, administrators can quickly determine whether the placement of climate control units is optimal and also whether the arrangement of equipment in a data center is correct.

Is the current climate control equipment properly sized for a rapidly expanding server farm?

Is airflow in the data center optimal? Is the current climate control equipment properly sized for a rapidly expanding server farm? Will a higher capacity air conditioning system provide more efficient cooling? Are equipment racks positioned in the best possible arrangement?

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■ **BOScom** released the BOSaNOVA XTC-8368 Wireless Thin Client Tablet. ■ **Chatsworth's** new wall-mounted swing gate rack family, the Easy-Swing, is targeted at users who want to easily access the front and rear of their equipment. ■ **Cisco** announced Clean Access Commercial, a security policy enforcement and remediation application. ■ **Condre Technology** released the DVD Tower Duplication System family. ■ **Dell's** PowerEdge SC430 is one of the first servers to offer Intel's dual-core processors. ■ **Layton Technology** announced the latest version of AuditWizard. ■ The WSDigger 1.0 tool from **McAfee** is an open-source application that simulates an outside attack against Web-based services. ■ A partnership between **RAID** and **Promise Technology** has produced a new family of 3Gbps SATA RAID storage systems. ■ **Verari Systems** announced the BladeRack 2 platform with redundant power system capabilities.

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It's All About You

WELCOME. Whether you're new to *Processor* or have been using us for years (we've been around since 1979), we're glad you're here.

I'm not going to bore you talking about the publication's coverage or the latest gadget with "wow-appeal." (But did you see that article on page 1? IT Planning On Microsoft's Schedule. Now that can be tough.) I'm not even going to put in a shameless plug for our columnists (but boy does Info-Tech Analyst Janet White make a good point on page 24).

I want to talk about you, our reader, and how you impact what we do here at *Processor* and influence some of the exciting changes you've been seeing in our publication and will continue to see over the next few weeks.

We've had readers tell us they read our publication from cover to cover, week after week. Thanks for the compliment. We've designed our publication to provide you the best advice, tips, and in-depth information on the most products and services imaginable. And it's all geared toward the data center/IT professional.

You won't find any industry hype. And there's no fancy design that gets in the way. Just straightforward, easy-to-read information designed to help you stay ahead of what's happening in the industry, along with practical advice and tips to help you do your job.

It's all about products, news, and information that data center professionals can trust.

What's New Inside

We frequently have readers tell us they didn't know a product existed until they saw it in *Processor*. Or that a product they found through *Processor* helped solve a particular problem in their data center. Or that they don't have time to scavenge the Internet looking for a product they need, even with today's helpful online search tools.

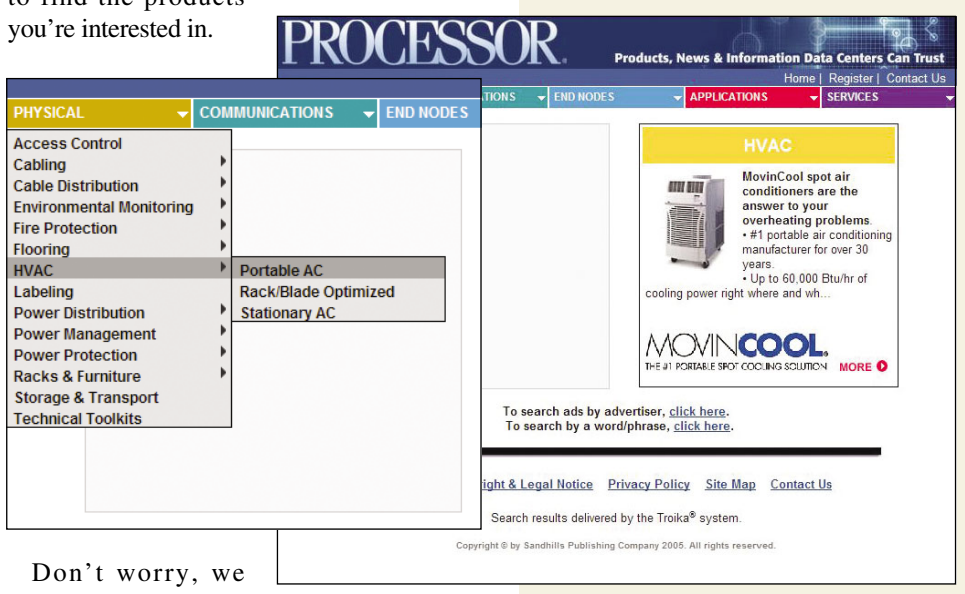
When you need a product or service, you don't have time to mess around. That's what our Showcase advertising section is all about: helping you navigate through the dozens of solutions out there to find what's right for your enterprise. And we're much faster and simpler to use than today's most popular online search tools. Go ahead and compare. Where do you have better luck quickly finding data center products and product information from credible sources you know you can trust?

We've gathered more than 500 Showcase ads, beginning on page 6 in this issue, which feature some of the best products in five specific categories: Software, End Nodes, Communications, Physical Infrastructure, and Services. Each ad is approved by a team of in-house experts to make sure it's a product or service applicable to data centers, and then it's categorized and given the appropriate heading so similar products appear next to each other for easy comparison.

If you're looking for a specific company's products, check out the Showcase Advertisers Index on page 3. The index will soon be sorted by product category, making it even easier to find products. Otherwise, just take some time to browse our entire issue.

The Web & Beyond

Processor's commitment to the data center industry extends far beyond this weekly print publication. Check out www.Processor.com. If you haven't been there in the past week, you're missing out. We just launched a new home page designed to make it easy for you to find the products you're interested in.



Don't worry, we still have the same archive of editorial content and used, new, and refurbished dealer for-sale listings many of you have come to rely on (readers constantly tell us how a dealer saved them when they didn't think anyone could service their older equipment or provide a part to fix it). But we've made it easier for you to find products with our new online *Processor* Showcase and Latest Added sections. You can browse products by category or manufacturer, or you can enter a few keywords to search.

Peanut Butter + Chocolate

One of my colleagues here once said *Processor*'s goal should be to become the "peanut butter and chocolate combination of the data center world." Funny. But he couldn't be more correct. And considering there's often nothing more tempting to me than a peanut butter cup right out of the freezer, his comparison hits home. (If you're not a big fan of those little orange-packaged temptations, substitute your own guilty pleasure and play along.)

Take *Processor*'s product displays, buying guides, tips, and information, encompass them in a print publication and Web site all geared toward the data center professional's specific interests, and you might think we've achieved our goal. But we're not done yet. Keep your eyes peeled for more exciting changes to come. In the meantime, I encourage you to give me a call or send me an email. What are we missing? What is it that you want? What are we getting right?

After all, it's all about you.

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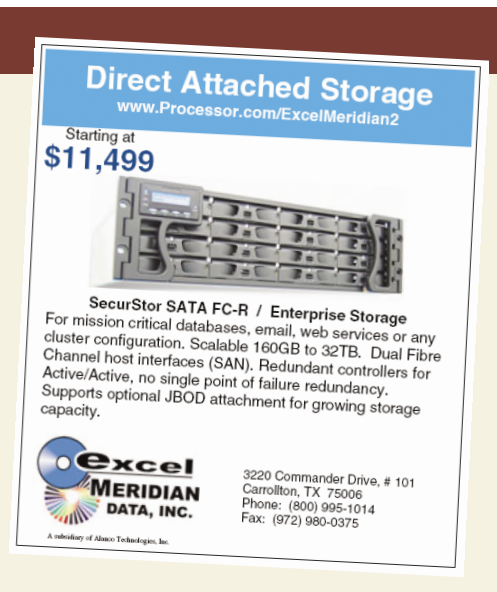
Browse The Product Displays At Processor.com

Click the Browse *Processor* Showcase Ads link on the home page. After a brief demonstration on how to browse the ads, you'll see a list of color-coded categories toward the top of the page. Move your cursor over the category and click the subcategory you want. A list of product links appears on the left. Hold your cursor over the links to view brief information about the product or click the link to view detailed information. You can also click the red More button within the ad to view detailed information on the product and link directly to the manufacturer's Web site for even more specific product details.

Find It In Print

We've put lots of thought into the print publication's organization to make it easy to find the product, service, or solution you need.

Find the category of product you're looking for (there's a color key on page 6), find the product heading you need, and compare similar products side-by-side. Need more information? Each ad has a URL, beginning with www.Processor.com, printed in the color bar at the top of the ad. Type in the URL and you'll be directed to more information about the product right on the manufacturer's Web site.



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Upcoming IT Events

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National Institute of Governmental Purchasing
July 30-August 3
Anaheim, Calif.
www.nigp.org/Events/Forum.htm

- AUGUST -

Search Engine Strategies 2005
August 8-11
San Jose, Calif.
www.jupiterevents.com

TDWI World Conference
August 14-19
San Diego, Calif.
www.101techstrategies.com

ITS Gov
August 17
Washington, D.C.
www.itsgov.com

SHARE
August 21-26
Boston, Mass.
www.share.org

Business & Technology Solutions Show
August 23-24
Rosemont, Ill.
www.btshow.org

Intel Developer Forum
August 23-25
San Francisco, Calif.
www.intel.com/idf

- SEPTEMBER -

International Conference On Enterprise Transformation
September 13-14
Washington, D.C.
www.afei.org

Common Fall 2005 Conference
September 18-22
Orlando, Fla.
www.common.org

Government Technology Conference East 2005
September 19-22
Albany, N.Y.
www.govtech.net

IT Service Management Forum Conference & Expo
September 19-23
Chicago, Ill.
www.jupiterevents.com/itsmf/fall05

Business Process Management Conference Series
September 20-21
Washington, D.C.
www.brainstorm-group.com

Business Rules Symposium Series
September 20-21
Washington, D.C.
www.brainstorm-group.com

Service-Oriented Architecture Conference Series
September 20-21
Washington, D.C.
www.brainstorm-group.com

Telecom Negotiation Conference
September 26-27
San Diego, Calif.
www.ccmi.com/conferences/negotiate

Business Intelligence & Data Warehousing Conference
September 27-29
Orlando, Fla.
www.dci.com

- OCTOBER -

Pittsburgh ITEC 2005
October 5-6
Pittsburgh, Pa.
www.goitec.com

ISECON
October 6-9
New Orleans, La.
www.isecon.dsu.edu

Comptel Fall 2005 Convention & Expo
October 9-12
Orlando, Fla.
www.comptel.org

MarketPlace NEWS

HP To Lay Off 14,500 Workers

HP ANNOUNCED THAT IT will cut 14,500 jobs, about 10% of its workforce, in an attempt to cut costs and position the company to better compete against rivals such as Dell and IBM. Many of the jobs being cut are in sales and support functions. The restructuring plan could save HP as much as $1.9 billion each year starting in summer 2006. The company has also put a freeze on its pension and retirement programs for employees that do not meet specific requirements, boosting its matching contribution to most employees' 401k plans to 6% from 4%. In addition, the Customer Solutions Group, which had been responsible for sales to corporations, SMBs, and public-sector customers, will be dissolved. The sales teams will merge into HP's three main business units: Technology Solutions Group, Imaging and Printing Group, and Personal Systems Group.

IT Jobs On The Rebound

BUREAU OF LABOR STATISTICS data shows that 3.43 million people currently hold jobs as IT professionals, the highest number since 2001. The IT industry has realigned itself over the last four years, and jobs for programmers, computer scientists and analysts, and computer support specialists have been cut. However, software engineers, network and database administrators, and information security managers are now in greater demand. Despite the rise in tech employment, Microsoft's Bill Gates expressed concern about the lack of interest in the computing industry at his company's annual gathering with university engineers. The number of computing science majors dropped 60% between 2000 and 2004.

Microsoft Makes Security-Related Investment

MICROSOFT HAS INVESTED IN security appliance-maker Finjan Software in an effort to boost its security lineup. The company has made numerous investments in antivirus and antispyware technology in recent months. As part of this new deal, Microsoft will license Finjan's technology patents related to protecting systems against security threats. The technology monitors Internet traffic and blocks malicious code, making it possible to detect new or not-previously-seen viruses and spyware. Microsoft didn't detail how it planned to use the patents.

Intel Reports Strong Q2 Figures

INTEL ENDED ITS SECOND QUARTER with strong growth over last year. Its revenue was $9.2 billion, up 15% over last year, and its net income was $2 billion, up 16% from last year. Demand for PCs was stronger than expected, and Intel President and CEO Paul Otellini pinpointed the rapid transition to notebooks as a major factor. To support the demand for its products, Intel has said it will increase its capital spending for this year.

Oracle Makes Multicore Licensing Changes

ORACLE HAS ALTERED ITS per-CPU pricing to reflect the increase in newer CPUs that pack more than one core on a single processor. Under the new licensing plan, each core will account for 75% of a CPU, so an 11-core processor would require a nine-processor license (any fraction of a number is rounded to the next whole number). Single, dual-core CPUs are an exception and will require only a single license. Industry analysts say Oracle's move is a step in the right direction, but many say the company needs to do better. Microsoft has said it will count each processor as one CPU, regardless of cores; IBM has a similar licensing program.

HP World Cancelled

HP WORLD, ORIGINALLY scheduled to take place in San Francisco from August 14 to 18, has been cancelled. Interex, an HP user group that ran the HP World show for the past 10 years, is reportedly preparing for bankruptcy. HP has been working to combine several of its user group technology conferences into a single HP Technology Forum; the first such forum will be in New Orleans from September 12 to 15. HP is working with HP World exhibitors and registered attendees to offer discount exhibition space and comparable registrations for the Technology Forum.

SCO Email Suggests No Copyrighted Code

AN EMAIL SENT IN 2002 to CEO Darl McBride by a senior vice president at SCO reveals that an investigation of source code in Linux showed "no evidence of any copyright infringement whatsoever." SCO commissioned the investigation with the hope of finding a "smoking gun" in the code of companies using Linux that would give SCO leverage to wage battle against IBM. However, only snippets of code that both companies legitimately obtained from a third party were found, according to the email. In 2003 SCO accused IBM of using the Unix technology, which it claims it has the rights to, and sued for more than $1 billion.

Former Microsoft Exec Sued Over New Position With Google

MICROSOFT IS SUING ONE OF its former executives, Kai-Fu Lee, after Lee was hired by Google to run its operations in China. Microsoft claims that by taking the position with Google, Lee, who was the vice president of its Interactive Services division, violated the noncompete agreement he signed when hired as an executive for Microsoft. Lee set up Microsoft's research lab in China and therefore, according to a lawyer for Microsoft, has access to sensitive information about its search technology and business plans. Microsoft is also suing Google, claiming that it knew about the agreements but ignored them and encouraged Lee to violate them.

The End Is Near For OS/2

IBM WILL STOP SELLING its OS/2 operating system at the end of this year and plans to discontinue support for OS/2 products by the end of next year. After that, OS/2 users will only be able to get support through service contracts. IBM launched OS/2 in 1987, but it struggled to prosper because not many applications were developed for it. IBM is encouraging OS/2 users to switch to the Linux operating system.

IBM Reorganizes Management, Announces Improved Profit

IBM HAS RESHUFFLED the management of its Global Services division and restructured the unit itself to help the company take advantage of areas in the service industry that are the fastest growing, such as business consulting and emerging markets. Bob Moffat, Ginni Rometty, and Mike Daniels will be the three-person team heading up the Global Services division. IBM also announced that its second quarter figures improved over Q1 and beat analysts' expectations. Q2 net profit rose to $1.83 billion, or $1.12 a share, over last year's $1.74 billion, or $1.01 per share. Analysts had predicted earnings of $1.03 per share.

WATCH THE STOCKS

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	July 13 $	July 20 $	% change from previous week
Avaya	AV	N/A	$9.35	$9.51	▲ 1.71%
BEA Systems	BEAS	N/A	$9.05	$8.87	▼ 1.99%
Computer Associates	CA	$24.52	$28.67	$29.37	▲ 2.44%
Cisco Systems	CSCO	$20.93	$19.97	$20.12	▲ 0.75%
Dell	DELL	$35.14	$40.39	$41.54	▲ 2.85%
Electronic Data Systems	EDS	$17.31	$19.70	$19.70	Uchgd.
Google	GOOG	N/A	$298.96	$312	▲ 4.36%
HP	HPQ	$19.58	$24.42	$24.73	▲ 1.27%
IBM	IBM	$84.85	$81.45	$84.60	▲ 3.87%
Intel	INTC	$22.67	$27.59	$27.44	▼ 0.54%
McAfee	MFE	N/A	$29.06	$29.69	▲ 2.17%
Microsoft	MSFT	$28.03	$25.66	$26.19	▲ 2.07%
Oracle	ORCL	$10.10	$13.96	$14.03	▲ 0.5%
Red Hat Software	RHAT	N/A	$15.51	$15.78	▲ 1.74%
Sun Microsystems	SUNW	$3.69	$3.72	$3.81	▲ 2.42%
Symantec	SYMC	N/A	$24.10	$24.34	▲ 1%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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Identity Management Applications: Solve User ID Problems

New Solutions Address Different Facets Of IdM

by Sandra Kay Miller

• • •

In today's fast-paced enterprise environment, it's one thing to secure the network but entirely another to provision it for access control based upon a user's identity. And with the advent of regulatory compliance, IdM (identity management) has moved past a simple security measure into a mandated business requirement.

Although the major systems integrators, such as Microsoft, IBM, Oracle, Sun Microsystems, and Novell, have added IdM functionality into their products, Gartner analyst John Pescatore says security specialists which focus on IdM have more mature products that are designed to work across different operating systems and packaged applications.

The Yankee Group projects global sales of IdM solutions will grow to more than $3 billion by 2007. One of the initial drivers for IdM was the costs associated with provisioning access for users, such as the notorious lost password. Michael Barrett, vice president of security and architecture for American Express, estimates 30% of the financial giant's help desk calls were for lost or expired passwords—a tremendous drain on help desk resources.

Depending on their features, IdM applications cost between $5 and $40 a seat. For an organization with 10,000 users, analysis from Gartner estimates a $3.5 million savings over three years with automated provisioning. The savings are primarily attributed to the reduction of user access management and help desk calls by 47%.

Despite the optimistic outlook for IdM applications, the market is still experiencing growing pains. Gene Fredriksen, vice president of information security at the financial services firm Raymond James & Associates, found during his evaluation of products it was difficult to find a single solution that could support the array of applications, databases, and operating systems within his organization. "So far, it doesn't seem like any single vendor can do everything or provide everything you need," Fredriksen says.

Fundamentals

As the network perimeter diminishes with employees, remote workers, partners, and customers all using resources within a distributed environment, IdM has emerged as a relatively new area of secure computing. It integrates business processes, policies, and technologies for controlling users' access to network applications and resources while offering protection against unauthorized access to confidential personal and business data.

IdM solutions cover a lot of ground, in addition to provisioning, workflow automation, delegated administration, and password synchronization and self-service password reset—all facets of managing identities.

Advanced IdM products include policy-based access control, reduced and single sign-on capabilities, identity repositories, role-based access control, and Federation.

Choosing An IdM

A comprehensive inventory of systems and applications, as well as a laundry list of functionality, is essential to every IdM purchase. Look for flexibility that will allow existing infrastructure, such as identity stores, messaging and IT systems, and help desk applications, to be leveraged with minimal investment.

Consider the benefits not only for IT. IdM systems speed business processes for everyone, including business managers and human resources. Prior to an IdM installation, provisioning a new employee at Children's Hospital Boston took up to three weeks. Now the process is completed in approximately 10 minutes, thanks to an identity repository that contains an employee's access rights. Administrators now centrally create, modify, disable, or delete access rights.

IdM solutions are also rapidly becoming instrumental in achieving regulatory compliance. According to Gartner, $3 billion was spent on Sarbox compliance measures alone in 2003. All security and privacy laws generally require the same basic principles, including strong authentication for trusted users, access controls such as encryption for sensitive data, administrative control for user identities, and detailed audit trails documenting user access to critical data and applications. Modularized IdM solutions, such as the Courion Enterprise Provisioning Suite, provide specific functionality related to meeting regulatory mandates.

Solutions To Consider

Applied Identity Identiforce 5000 and 7000. Although most IdM solutions are software-based, Applied Identity offers IdM at the gateway with its Identiforce 5000 and 7000 appliances. Taking advantage of existing authentication, policies, and directory assets, Identiforce implements IdM clientlessly through the creation of a ULAN (user-based LAN), a method providing highly granular access control to explicit resources such as a destination IP address, service, or port. ULANs offer only visibility and access to the resources users are authorized to see and nothing else.

SNAPSHOT

Applied Identity Identiforce 5000 & 7000

$25,000 to $60,000

Provides granular identity and access management by assigning an individual security domain to each user

www.Processor.com/AppliedIdentity

In addition to IdM, Identiforce helps mitigate a number of other security-related issues, such as malicious self-propagating worms that can cripple a network, and prevents network reconnaissance by implementing cloaking protection for all TCP/IP-based resources.

A true enterprise-class solution, the Identiforce also provides redundancy and load balancing for large-scale installations. Be prepared to shell out top dollar for this comprehensive IdM and security solution.

Courion Enterprise Provisioning Suite. Another enterprise IdM solution, the Courion Enterprise Provisioning Suite, is modular software that gives organizations specific control over user provisioning; access verification and policy enforcement; and password, profile, and digital certificate management.

SNAPSHOT

Courion Enterprise Provisioning Suite

$15 to $40 per user, depending on components and access options purchased

Integrated modules addressing each facet of identity management, including security, service quality, and regulatory compliance

www.Processor.com/Courion

Each module can function independently, but in concert they integrate to provide powerful control for administrators tasked with overseeing global distributed networks hosting numerous partnerships and customers. The five modules are AccountCourier, ComplianceCourier, PasswordCourier, ProfileCourier, and CertificateCourier.

Pricing is based upon the number of modules and licenses purchased except for the ComplianceCourier module, which is licensed for a flat fee.

PassGo SSO Plus. SSO Plus from PassGo, a spin-off from Symantec, is client-based single sign-on IdM software that encrypts and stores all the user IDs and passwords. It works on all versions of Microsoft Windows, including Win98/Me. Applications within Internet Explorer and Lotus Notes are also supported. Product pricing is per user. Tiered pricing for corporate sales is available.

SNAPSHOT

PassGo SSO Plus

$5 to $20 per user

Enterprise-class single sign-on providing strong passwords for secured applications and resources on the network

www.Processor.com/PassGo

RoboForm. As convenient as IdM software might be, client-based solutions pose a problem to users who frequently use more than one machine. RoboForm is a software-centric solution with the capacity to also be installed and run from a USB removable drive (RoboForm Portable).

In addition to password management features, such as encryption, random generation, storage, backup, and synchronization across devices, RoboForm is an automated Web form filler with the ability to populate fields with securely saved personal data. RoboForm supports a variety of devices including Pocket PC and Palm, as well as non-Microsoft browsers such as Mozilla Firefox.

SNAPSHOT

RoboForm

$29.99 to $39.99

An SME solution that automatically generates encrypted passwords and populates forms with private information using a single click

www.Processor.com/RoboForm

RoboForm Portable is a unique idea that works both on the user's own portable USB drive or can be purchased as the Pass2Go device with the RoboForm application preinstalled. When the USB device is removed from the machine, all passwords and secured form information are completely wiped from cache, leaving no trace behind.

RoboForm is available in 30 different languages, and form fields are tailored to fit individual countries' differences in address and telephone layouts. Pass2Go is one of the most affordable solutions for portable IdM.

Tips For Buying Identity Management Applications

Brian Nugent, president and CEO of Applied Identity, suggests these tips when you're thinking of purchasing an identity management solution.

- Consider how the product is going to affect uptime and application performance. Make sure the fault tolerance is within your limits.
- Determine how much "pain" will be associated with the deployment of an enterprise identity management application, such as installing and tuning the product, as well as user education and the related help desk impact.
- Understand to what extent the product will fulfill regulatory compliance obligations, such as the Principle of Least Privilege and auditing requirements.
- Be certain the product you choose supports your organization's applications, databases, and operating systems.

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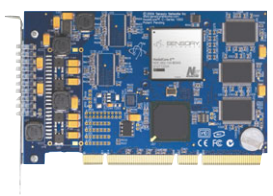

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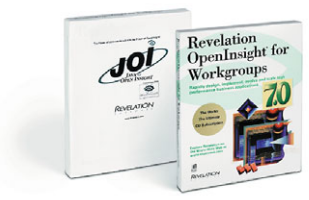

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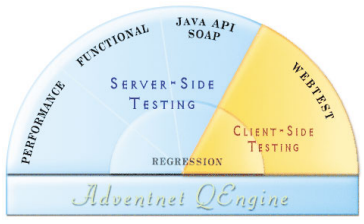

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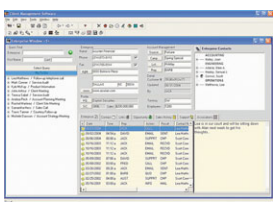

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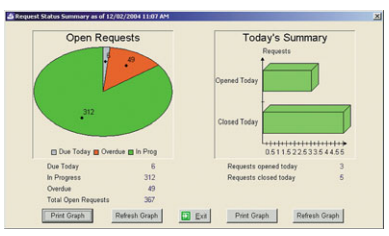

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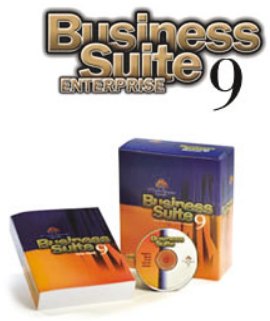

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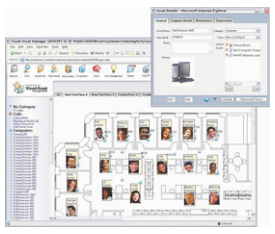

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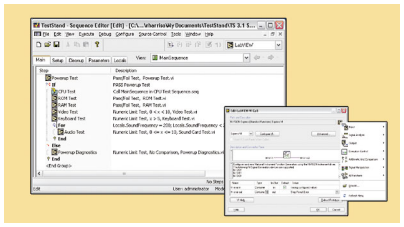

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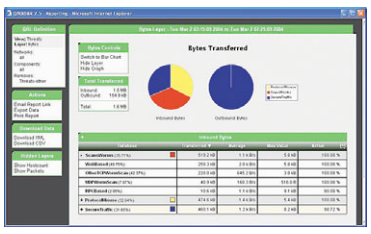

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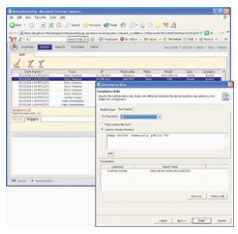

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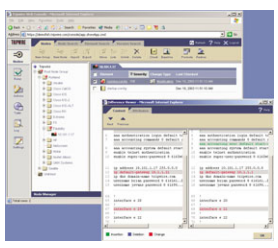

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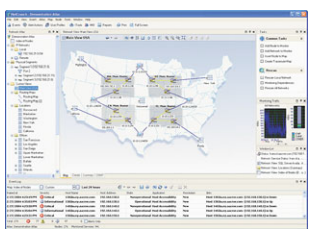

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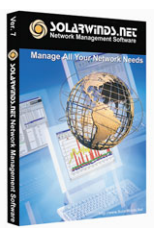

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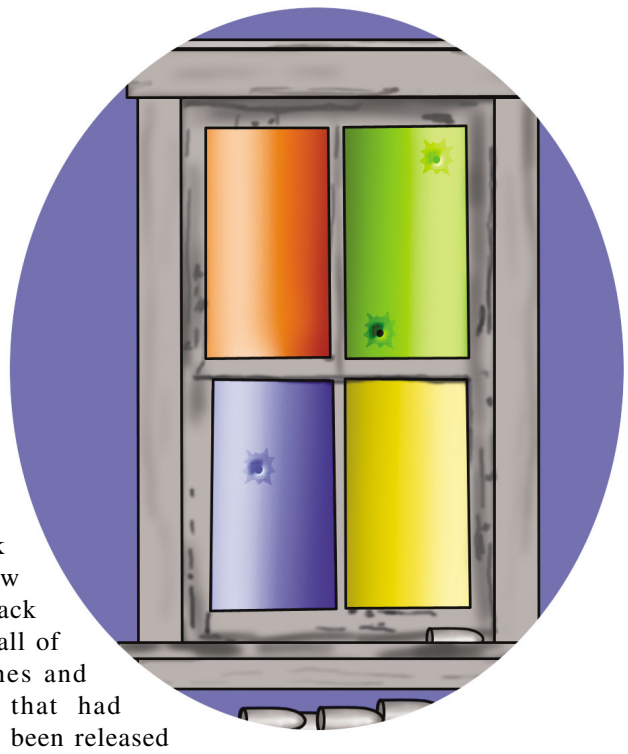


Microsoft Boosting Security With Improved Products & Services

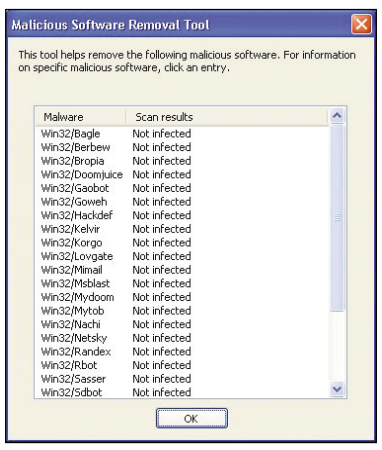
by Douglas Schweitzer, Sc.D.

• • •

Recent studies, particularly a controversial one by security firm mi2g, have shown that under 24/7 permanently connected online environments, computers running Windows OSes accounted for only about a quarter of successful attacks via the Internet. While there are several theories as to the cause of this low percentage, a likely reason is Microsoft's dramatic step up in its security efforts. The software giant has recently rolled out a number of new tools and resources to beef up its security efforts. Here is a look at a few of the more prominent ones.

Sign Up For Alerts

Microsoft makes it easy for users to stay on top of its security alerts. It offers email as well as instant message announcements to its users, notifying them when new security updates and security bulletins (including revised ones) are released. If users don't get a chance to visit Microsoft's Security Web site, the Microsoft Security Update Alerts will notify them (in nontechnical jargon) when new information has been posted, indicating which software is affected. For added convenience, you select how you want to be notified: via MSN Messenger, Windows Messenger, your email account, or your cell phone or PDA.

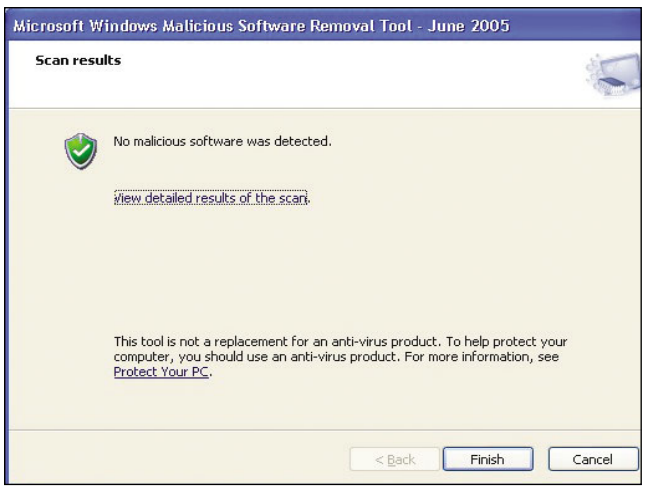


To see more information on specific malicious software, click an entry on this virus information screen of the Microsoft Malicious Software Removal Tool.

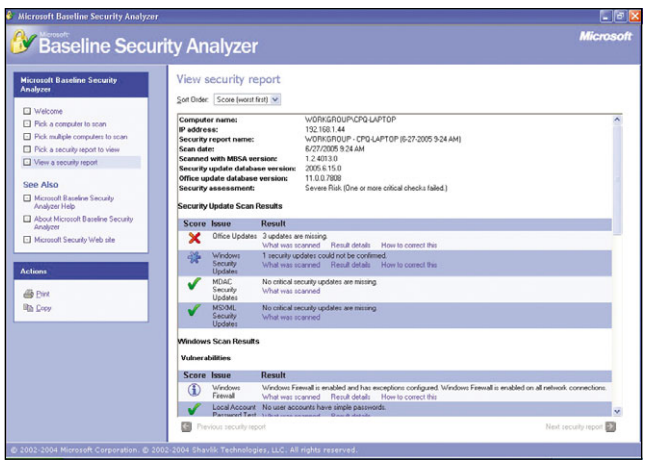
Establish A Baseline

Once you're up-to-date on security alerts, you can see how solid your company's security is using Microsoft's Baseline Security Analyzer. This very important tool in the Microsoft security arsenal is for the assessment phase of an overall security management strategy. It's a free download that offers small to medium-sized enterprises the ability to determine how their security measures up to Microsoft's security recommendations. It goes a step further by offering guidance on how to remedy any inadequacies. MBSA roots out common security misconfigurations, as well as which updates your system may be missing.

Using this tool may reveal that your SME has inadequacies in its security that could let malicious programs get in; Microsoft has a tool specifically for detecting and removing such malicious software.



This is the screen you hope to see after using the Windows Malicious Software Removal Tool; the tool did not detect any malicious software.



The security report screen of the Microsoft Baseline Security Analyzer utility shows the scan results.

Malicious Software Removal Tool

Microsoft Windows Malicious Software Removal Tool (for those running Win2000/XP and Windows Server 2003) checks for and helps remove specific, prevalent malicious software infections. After detection and removal, a display indicates which malicious software was picked up.

On the second Tuesday of each month, Microsoft releases an updated version of this tool. You may download the newest version manually and run it locally on your computer, or you can run the tool directly from the Web page.

Service Pack 2

One of the most important improvements in WinXP security was the release of Windows XP Service Pack 2. This new service pack includes all of the patches and hotfixes that had been released by Microsoft previously (up to release time).

"Windows XP Service Pack 2 was significant for two reasons. It confirmed Microsoft's commitment to information security because it broke a lot of applications (including many of Microsoft's own!) when initially released and was therefore symbolic of a power battle between Microsoft's marketing and security people. It significantly improved security by turning on the Windows firewall and other controls by default, representing a change of policy at Microsoft," says Dr. Gary Hinson, CEO of IsecT Ltd.

Security Guide

In addition to all of the aforementioned tools, Microsoft also offers a new security guide. Specifically designed to help organizations plan a security monitoring and attack detection scheme based on Windows Security Event logs, the guide highlights how to interpret the events and which events indicate the possibility that an attack is in progress.

According to IT professor Jeimy J. Cano at the Universidad de los Andes in Bogota, D.C. Colombia, "With the release of this document, one could infer that Microsoft has been working to advance its security practices by offering security resources to help [a] user enhance or support his own network operations." Cano contends that while this is a step in the right direction, the effort must be continued with additional ideas and tips to enhance Microsoft security features in both its new and old product lines. Cano adds, "Additionally, Microsoft needs to develop alliances with academics to study and correct possible security vulnerabilities in advance, as a proactive product assessment."

In The End

While Microsoft has made steps toward improving security, especially on its 2003 server software, some IT managers may now have problems configuring it to do what they want and thus may put security behind simplicity, leading to open and vulnerable systems. "The main problem is that despite these improvements, every hacker in the world likes to hack Windows, and if there are holes, then they will be found," says Simon Heron of Network Box, an Internet threat prevention company. "I always recommend that companies do not use a Windows-based firewall as their Internet defense."

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IT Planning On Microsoft's Schedule

Continued from Page 1

In other words, do most long-term planning based on what's available currently, not in the future. Microsoft has noted that its next OS, Longhorn, will have a great deal of backward compatibility to cater to companies that take years to make the switch.

Companies should keep release dates in mind when doing equipment upgrades, says Westerheim, but if it looks like an application ship date is too far in advance, she advises to upgrade the hardware now and deal with software updates later. "Move forward when your business requires it," she says. "Run your business on your schedule."

Line Items

Although most long-term planning is tough, there are a few areas where concrete timelines and schedules can be put in place.

One key direction could be for an IT department to move toward a multiple-platform network environment. "With that kind of environment, your security will be better, and you won't have to rely on one vendor's performance," says Microsoft certified consultant Joe Rogers. "Companies with multiplatform networks fared much better when the holes in XP were found."

Rogers also suggests that if a company has to implement a 1.0 release, it should plump up the IT budget to accommodate any unexpected changes. A typical increase would be between 10% and 30% more in a project plan to act as a buffer.

A company should also make sure that the software vendor it's using—or software development partner, if custom applications are involved—is a Microsoft development partner, according to John Adler, senior consultant with Convergent Solutions Group, a technology consulting firm for SMEs. "These partners already have the SDKs for Longhorn and can make sure your application will run before and after you migrate," he says.

Finally, it's vital to put testing into the long-term mix. Most SMEs don't spend much time on testing, Rogers says, but with the upcoming release of Longhorn, they should anticipate having to use a strong testing methodology and environment.

Is Microsoft So Unique?

Many grouse about Microsoft's missed deadlines, but that's only because Microsoft products are so prevalent. IT consultant Ted Demopoulos points out that even construction projects such as bridges and buildings are completed late. "And humans have been building these things for thousands of years!" he says.

When doing any kind of planning, companies should put additional time into the plan for software delays, whether they're from Microsoft or not. Demopoulos says, "Software is relatively new, and developing software is more art, or black magic, than science. So it's not surprising that software projects are rarely completed on time."

Cooling Planning

Continued from Page 1

How about the tile arrangement on a raised data center floor? CFD can provide answers to these questions and more.

CFD Programs

CFD is a model that uses sophisticated mathematics to describe complex physical phenomena. Fortunately software programs from companies that specialize in CFD allow you to focus on the big picture while leaving the computational heavy lifting to your computer. Although learning how to use these tools to their full potential will require some effort on your part, you can now enjoy CFD's benefits without having to take a crash course on solving differential equations.

Airpak. Fluent has specialized in CFD software since the early 1980s, when the company developed one of the first CFD applications aimed at the engineering marketplace.

Fluent's Airpak software, jointly developed with ICEM-CFD Engineering, lets users design "virtual prototypes" of ventilation systems in a variety of environments, including data centers. The software performs three key functions: modeling, simulation, and reporting.

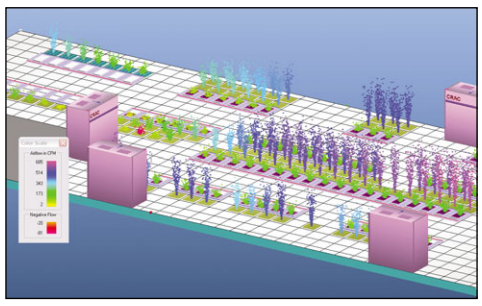
The software's modeling capabilities allow users to either build models of rooms and/or equipment within Airpak itself or to import CAD drawings (including IGES, DXF, DWG, and IFC file formats) into the application. Airpak also includes various simulation models, including laminar and turbulent flows, radiation heat transfer models, turbulence models, etc.

Here's a caveat: This is a sophisticated product based on a set of complex physical laws. If you have no clue about CFD, then you run the risk of misusing the software and reaching erroneous conclusions.

It's also important to keep in mind that Airpak is designed to enable the application of CFD for a wide variety of situations. A substantial amount of model building and entry of parameters into the mathematical model may be required before the application can perform simulations that generate data useful in a data center context.

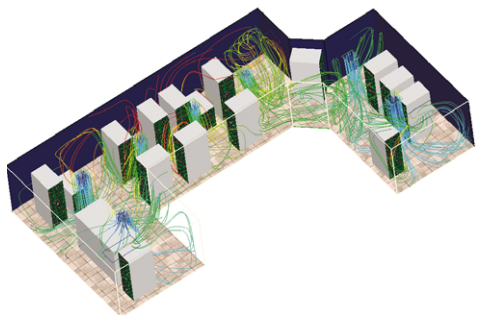
But according to Walter Schwarz, Fluent's team leader for HVAC and appliances U.S. industry sector, the company is about to release a CFD software application specifically designed for data center administrators who want a CFD tool that embeds CFD simulation expertise into the tool rather than requiring the user to know about CFD.

The company also offers consulting services. Using a consultant, says Schwarz, is an attractive option for small to midsized enterprises because Fluent's engineers are specialized professionals skilled at performing simulations quickly and effectively. If you don't have time to tackle a steep learning curve, Fluent's consulting services may be the way to go.



TileFlow's animation of airflow rates gives an overall picture of the airflow distribution on the raised floor.

TileFlow. Innovative Research Inc.'s TileFlow software, unlike Fluent's Airpak, is specifically designed for analyzing cooling airflow distribution in raised-floor data centers. The premise behind IRI's software is that most data centers use the raised floor, perforated tile design for introducing cooling air into the data center.



Pathlines colored by temperature in the data center at Fluent illustrate the airflow distribution from the new vertical diffusers.

According to Dr. Kailash Karki, vice president of research and technology for IRI, in perforated tile raised floor designs cool air is funneled into the data center through the perforations in the floor tiles. The fluid mechanics of the space below the raised floor govern the distribution of the cooling airflow, adds Karki. A number of factors, including blockages from pipes and cable trays under the floor, merging of air streams and location of CRAC units, amongst others, contribute to the enhancement or the deterioration of cooling air flow.

Using TileFlow to predict air flows in the data center is beneficial because, says Karki, the alternative is the use of trial-and-error methods that are time-consuming and expensive and frequently yield poor results. In addition, by allowing data center administrators to preplan cooling arrangements, administrators can determine which CRAC units need to be running right away and which units can be run only when data center growth requires more cooling, adds Karki.

Software features include a layout development GUI, algorithms for calculating 3D flows under raised floors and through perforated tiles, and results depicted in graphical plots and animations. The software output includes 2D and 3D views of raised floor layouts, drawing manipulation tools, animations depicting air flow rates, and results exportable to Word, PowerPoint, or Excel. The software can be used for initial data center design, failure scenarios, layout change impacts, and determination of energy savings contributed by HVAC projects.

What Users Say

Some TileFlow users say the software's interface is easy to use and takes less than a day to learn to navigate. Simulations developed with TileFlow helped one user determine the number of obstructions to relocate from the underfloor space of a data center before a project to add cooling capacity was started. Other users found TileFlow very useful for the determination of floor layouts that optimized data center cooling.

Fluent used its Airpak software in its own corporate headquarters data center to assist the director of computer services and the building manager in solving an undercooling problem. The Airpak simulation revealed cold air was unintentionally diverted in some places, preventing it from properly cooling equipment. The analysis led to the rearrangement of equipment within the data center, which in turn led to better cooling.

Keep Your Cool

CFD can help you accurately describe the movement of airflows in your data center. Fortunately, software such as TileFlow and Airpak is now available to do the mathematical heavy lifting for you. Although it helps to have some knowledge about the basics of CFD, you no longer need an MIT engineering degree to reap CFD's benefits.

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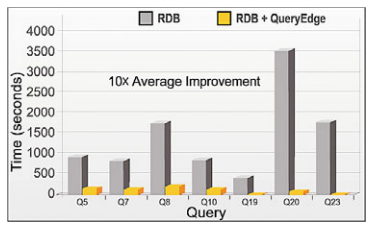

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License & Registration, Please

Microsoft's Categorization Simplifies Licensing Management

by Chris Jackson

• • •

MANAGING MICROSOFT licensing has always been a challenge for the small to medium-sized enterprise. Whether it's keeping track of the software you've deployed or understanding Microsoft's Byzantine licensing policies, the difficulty of ensuring that you're in compliance with your software used to be a common complaint Microsoft heard from the SME segment. Fortunately, with the release of the July 2005 edition of Microsoft's Product Use Rights, Microsoft has taken steps to simplify enterprise licensing.

Product Use Rights

If you're new to enterprise licensing, you'll quickly come across Product Use Rights. This is the rubric Microsoft uses to delineate the terms for each of its products licensing. Think of it as the equivalent of the consumer EULA. Understanding the Product Use Rights is key to maximizing your licensing efficiency.

What's New?

Previously, each product that Microsoft sold had its own section in the Product Use Rights document. With over 70 items, each with its own licensing policies, it was difficult to ascertain whether you were in compliance or needed to purchase additional licenses. Microsoft has decided to simplify this by grouping its products into nine licensing models. (See the "Microsoft's Licensing Categories" sidebar.)

In addition, the terminology across the licensing models has been standardized. Although the products have been grouped, the new licensing model doesn't necessarily mean there are new licensing terms for existing products. Changes to licensing terms will be reflected in the Summary of Changes that's included with the Product Use Rights.

Using The Product Use Rights

Making sense of Microsoft licensing isn't an easy task, but you can follow some steps to help minimize any confusion. First, determine which product license you wish to evaluate. Next, determine which of the nine new categories the product falls into.

Your next step is to review the General License Terms. These apply to all of the Microsoft products and services that you license under your volume license agreement. Consider the General License Terms to be the foundation of your license. Many of the prohibitions and clauses will be superceded by subsequent licenses, but it pays to review these when negotiating your license agreement.

After reviewing the General License Terms, you'll want to peruse the Standard License Terms that are specific to your product's group. These are much more explicit than the General License Terms and will include product-specific restrictions and exclusions. These restrictions and exclusions are grouped in the "Exception and Additional Terms for Specific Products" section of the Product Use Rights.

The Bottom Line

Although the changes to the Product Use Rights document are a welcome improvement, they won't magically cut your licensing costs or ease the administrative burden of maintaining your licenses. For many SMEs there won't be any appreciable difference in how they manage and purchase their licenses. However, given the choice between comprehending the subtleties of nine licensing models vs. 70, most IT managers will view the changes as steps in the right direction.

Negotiating Your Licenses

Minimizing your licensing costs depends on two factors: your bargaining skills and your deployment documentation. In a perfect world, you'd sit down with your vendor with a current, accurate list of all the software deployed across your enterprise. Using this as your floor, you'd then proceed to estimate your growth rate and then compromise on a suitable number of licenses that would satisfy the expected demand during the license period.

Unfortunately, many businesses come to the table without adequate usage documentation, either through mismanagement or lack of preparation. When you sit down empty-handed with your vendor, you've put yourself at their mercy. Make sure that you have as much information about deployed software as you can before you even set up your meeting.

Microsoft's Licensing Categories

- Desktop Applications
- Desktop Operating Systems
- Developer Tools
- Online Services
- Servers – Operating Systems
- Servers – Management Servers
- Servers – Server/CAL
- Servers – Per Processor
- Servers – Specialty Servers

The Road To Blackcomb

A Sneak Peek At Longhorn's Successor

by Steven S. Ross

• • •

WITH A SOLID Longhorn beta (the latest client version of Windows; see "Longhorn Lookout" in the July 15 issue online) due next month, speculation turns to the next big release, Blackcomb. Microsoft says to expect it by 2011. Before then, Microsoft plans to release a server version of Longhorn. The upcoming Longhorn release, for client computers only, is due late fall of next year.

Blackcomb was first scheduled for 2002, then 2004, then 2007, so even 2011 is a guess. But the road to Blackcomb gives IT a pretty good idea of what to prepare for. "We have already begun . . . looking at features for Blackcomb," said Bob Muglia, Microsoft senior vice president of the Windows Server division, at a conference in June.

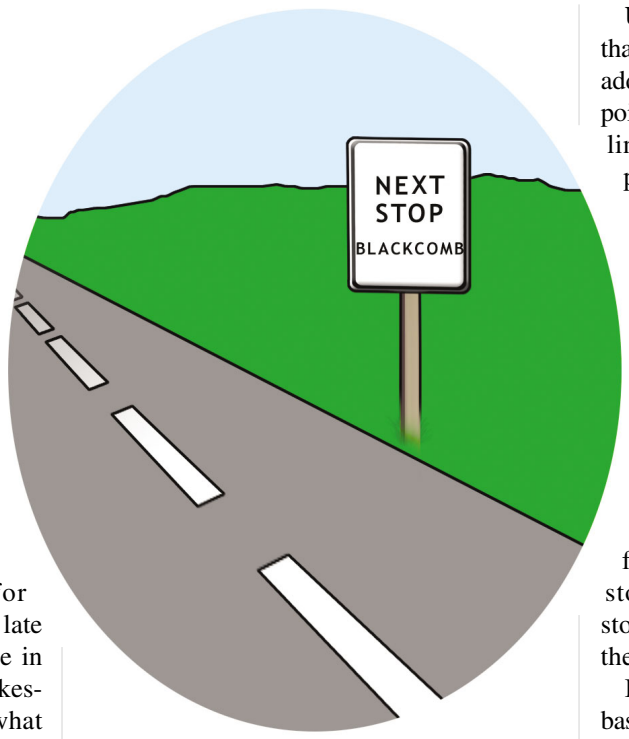
The Latest Features

Muglia described new features for Windows Server 2003 Release 2, due late this year, and for Longhorn Server, due in 2007. But he and other Microsoft spokespeople are hedging their bets about what features will go into what release. Here are some of Muglia's thoughts, not yet referenced on Microsoft's Web site.

Per-application firewalls. One feature may be firewalls that differ for each application and maybe by task within an application. Muglia says, "The key to this is thinking about per-application-based firewalls, where small tubes of information are created along with a filter to make sure that only the protocol and associated port are open and protected."

RDC. Another feature could be remote differential compression, a file type-independent technology that replicates changes to files over the WAN rather than replicating the entire file. For example, an AutoCAD file would be updated by the OS, not replaced, much as a single Oracle record is handled now by Oracle itself. Expect it in Windows Server 2003, R2, later this year.

Monad. Longhorn Release 2 in 2007 will have a new scripting/monitoring shell, code-named Monad, for more automated administration from the command line rather than the GUI.



Internal/external integration. The distinction between internal and external networks may be blurred. Microsoft's vision is to have an access policy for each morsel of information and not have network topology define the boundary. "That is a major focus of what we are doing with integrating the network, where corporate policy determines where the intranet ends and the Internet begins," Muglia said, adding that this is a "long-term vision" for Microsoft, still in its early stages.

New access security. Two-factor authentication and biometrics, built into the OS, may replace passwords. Muglia said he expected a terabyte of built-in storage on notebooks by the time Blackcomb appears, which means a huge amount of corporate and personal data on the machine that would need protection.

Universal addressability. One feature that will wait until Blackcomb is universal addressability, which will require point-to-point and peer-to-peer recognition. Even the line between point-to-point and peer-to-peer will be redefined, Muglia said.

The In-Between Time

The long-promised file system upgrade, WinFS, will not be in Longhorn but will appear before Blackcomb. But when Microsoft changes the client file system, it has to change storage-related features on the server, such as VSS (Volume Shadow Copy Service). Microsoft has intelligent distributed storage planned for Longhorn, through cached client storage, where the client would always store locally and regularly send a copy to the server.

Blackcomb will be centered on model-based management, an increasingly common Microsoft phrase. Expect more integration of the Dynamic Systems Initiative to define models across the system, Muglia said.

Muglia also said virtualization built into Windows will be available as an update shortly after Longhorn ships. No pricing has been set, but Microsoft's Virtual Server 2005 is already out. The update due late this year for Server 2003 will probably include a management pack, a licensed virtual hard disk, support for Linux and other OSes, and support for 64-bit computing. Each component relies on another, so users will have to install all of them.

"Systems Management Server will manage the images for virtualization, [and] MOM will manage the monitoring," Muglia said. "But some things are missing, like dynamically moving things, and that might be a separate product we might want to build as part of System Center." Intel and AMD are putting virtualization hardware into their chipsets next year.

Windows Roadmap

Here are the expected upcoming release dates.

Windows Server 2003, Release 2	Fall 2005
Longhorn Client	Late fall 2006
WinFS file system	Late 2007?
Longhorn Server	Late 2007
Blackcomb	2011

Microsoft Releases Magneto To Manufacturing

Windows Mobile 5.0 Offers Improved Email Access, Storage & Security

by Will Kelly

• • •

MICROSOFT RECENTLY released Windows Mobile 5.0, formerly codenamed Magneto, and the Windows Mobile 5.0 Messaging and Security Feature Pack to manufacturing. This new release of its mobile device operating system brings many attractive features for small to midsized enterprise customers, including enhanced security, enterprise software integration, and better Microsoft Office compatibility. It also sports some new user interface enhancements.

Stay Connected

One of the features of Windows Mobile 5.0 is faster access to email. Microsoft is also extending Microsoft Office LCS (Live Communications Server) to support instant messaging on mobile devices.

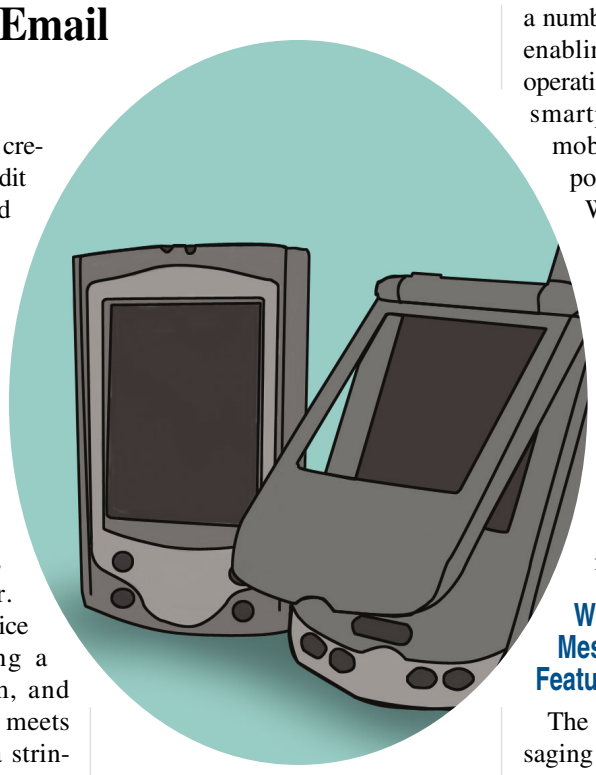
In addition, Windows Mobile 5.0 includes Microsoft Office Mobile, the mobile version of Microsoft Office, enabling users to maintain the document formatting created by the PC version of Microsoft Office. Mobile users can view and create charts in Excel Mobile, edit Word documents with Word Mobile, and review PowerPoint presentations using PowerPoint Mobile.

Storage & Security

Another feature Windows Mobile 5.0 now includes is persistent memory storage, meaning that data on the device is not erased if the mobile device's battery runs out of power. Microsoft's new mobile device OS is aimed at becoming a mature business platform, and Windows Mobile 5.0 now meets FIPS-140-2 certification, a stringent certification required by the U.S. federal government for IT products. Other business-class security features include Bluetooth authorization and full end-to-end encryption support for VPNs.

Integrate & Customize

Windows Mobile 5.0 also includes integration with Visual Studio 2005 Beta 2, enabling the development of location-based services. Its integration with Microsoft SQL Server 2005 Community Technology Preview opens up development opportunities to extend corporate databases to Windows Mobile 5.0-based devices.



Besides the improved integration, Windows Mobile 5.0 includes a number of customization options enabling this new mobile device operating system to serve duty on smartphones, PDAs, and other mobile devices. Network support extends to 3G networks, Wi-Fi, and extended Bluetooth support. Microsoft has also worked to increase platform flexibility, so development partners can integrate their own technologies into this mobile device platform. Expect Windows Mobile 5.0 to show up on a number of business-oriented mobile devices.

Windows Mobile 5.0 Messaging & Security Feature Pack

The Windows Mobile 5.0 Messaging and Security Feature Pack offer businesses deploying Windows Mobile 5.0-based devices across their enterprise improved Outlook mobile messaging and security. The Windows Mobile Direct Push Technology utility pushes Outlook information including email, calendar information, contacts, and tasks directly from Exchange Server 2003 to a Windows Mobile 5.0-based device.

Another feature is wireless support for contact information, which lets you look up Exchange Server global address information wirelessly from a Windows Mobile 5.0-based device. It integrates across multiple Windows Mobile 5.0 features, such as contacts, phone, and calendar.

Security improvements include a remotely enforced IT policy, providing Exchange 2003 administrators' management control over mobile device messaging policies via a wireless connection. The new local and remote device wipe feature enables administrators to remove all information from a Windows Mobile 5.0-based device via its wireless connection to the network and return the device to its original state. This level of protection is ideal for a misplaced Windows Mobile 5.0 device. Certificate-based authentication offers native support for new certificate-based authentication, enabling users to access their corporate network without the need for entering a separate password or having to store corporate login information on the mobile device.

Windows Mobile 5.0 In The SME

Mobile workers are a reality in many SMEs, and PDAs are becoming a preferred platform. Windows Mobile 5.0 and the Windows Mobile 5.0 Messaging and Security Feature Pack offer mobile workers a secure mobile platform to use when interacting with their corporate network. Windows Mobile 5.0-based mobile devices from major vendors should be available at the beginning of next year.

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Take A Look At Internet Explorer 7

Microsoft Promises Tighter Security In New Release Of Web Browser

by Tony Bradley

• • •

Since its inception, Microsoft's Internet Explorer Web browser software has dominated the market. While there are other Web browser products available, Microsoft has faced little competition in recent years. That is, until November of 2004, when the Mozilla Foundation released Firefox 1.0.

Microsoft had intended a major upgrade of the Internet Explorer browser with the release of Windows Longhorn. But with that operating system release well over a year away, combined with the security issues of the current IE and the increasing popularity of the Firefox Web browser, it has decided to separate IE from Longhorn and release a beta version of Internet Explorer 7 later this summer.

Safe & Secure

One of the primary goals of the new Internet Explorer release is to improve the overall security of the product. With almost 90% of the browser market, IE has a pretty big bull's-eye on its back when it comes to attackers looking for flaws to exploit to compromise systems that use it.

One of the security features in the new IE7 will be an antiphishing feature aimed at ensuring that the link you click is the site you go to and that you are not covertly redirected to a malicious site. IE7 will use certificates to make absolutely sure that the server you connect with is the server you intended to connect with and will include IP encryption features to ensure traffic is not intercepted en route and that it cannot be modified by an attacker.

Microsoft also plans to improve the Security Zones and reduce privileges by default to reduce the possibility of malicious software being installed while you browse the Web. The new IE is reported to have no cross-domain scripting access, and there are rumors that IE7 may somehow integrate or cooperate with the Windows Anti-Spyware product, still in beta testing itself.

New Bells & Whistles

One new feature is getting the lion's share of attention. The new IE will support tabbed browsing. With tabbed browsing, each new browser window you open will appear as a tab you can switch back and forth to from within the same window, rather than opening a separate instance of IE each time and filling up the Start Bar at the bottom of the screen.

On his blog site, Dean Hachamovitch, the head of the Internet Explorer product team, says, "Some people have asked why we didn't put tabs in IE sooner. Initially, we had some concerns around complexity and consistency . . . will it confuse users more than it benefits them? Is it confusing if IE has tabs, but other core parts of the Windows experience, like Windows Media Player or the shell, don't have tabs? I think we made the wrong decision here initially, and we're making the right one now."

Most competing products, including Firefox or the Safari Web browser, have already been using tabbed browsing. Microsoft plans to include an option to enable or disable the tabbed browsing so that the user has the power to customize his IE experience as it suits him.

Users and developers have lots of demands and speculation about what new features will make the cut for the IE7 beta. Aside from tabbed browsing, the new IE will also support transparent PNG graphic images, IDN (international domain name), and simplified printing from within IE. It is also rumored that IE7 may include RSS news feed functionality.

With almost 90% of the browser market, IE has a big bull's-eye on its back when it comes to attackers looking for flaws.

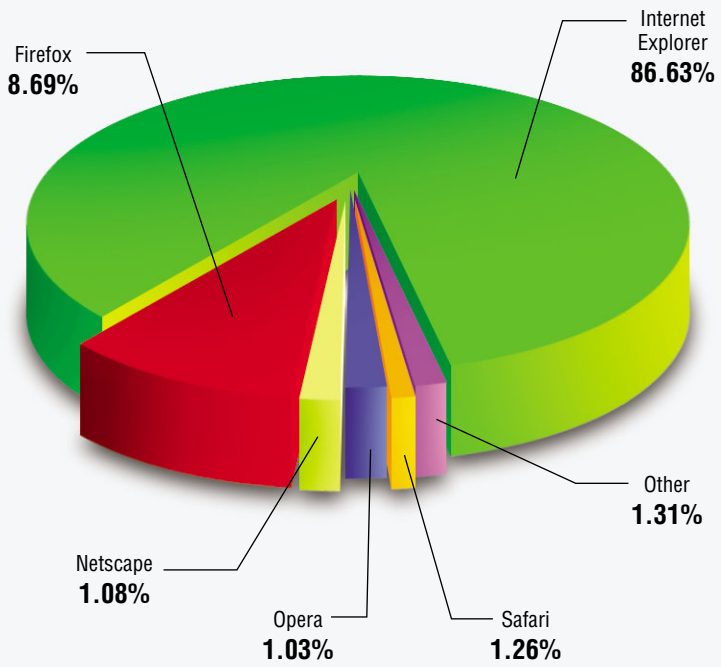
Sticking With The Big Blue E

Microsoft has said that the new release of Internet Explorer will only be available for users of WinXP SP2, WinXP Pro x64, or Windows Server 2003 with service pack 1. IE7 will still be bundled with Outlook Express as previous versions of the browser have been, but there will be no new features or updates in the email software.

It remains to be seen if the new release will live up to expectations. Due primarily to security issues, many users have migrated to using Firefox. However, Firefox has its own vulnerabilities and issues, and Microsoft still dominates the Web browser market. The beta, due out this summer, will be available only to subscribers of Microsoft's MSDN service. Keep your eyes open for a full IE7 product later this year.

Dominating The Market

There is a lot of talk about the impact of the Mozilla Foundation's Firefox Web browser and how it is taking market share from Microsoft. It's true that Firefox has taken the world by storm and has quickly skyrocketed to the No. 2 position in terms of browser market share. But, according to OneStat.com, as of April 2005 Microsoft still enjoys a dominating percentage of the browser market share.



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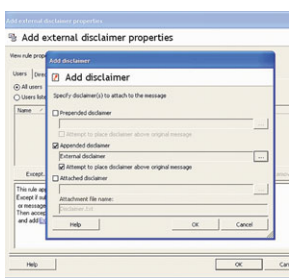

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Fax: (877) 581-7616

Mobile CRM
www.Processor.com/VoiceAutomation

Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.

VOICE AUTOMATION

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Mobile CRM
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Air2Web's **2CRM** is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

For more info, visit: Processor.com/Air2Web

air2web

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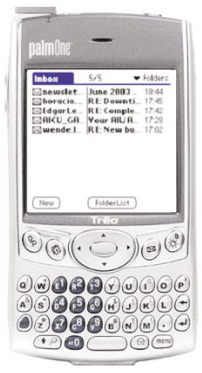
Atlanta, GA 30309
Phone: (404) 942-5300
Fax: (404) 815-7708

Mobile Email
www.Processor.com/Air2Web2



Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.

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Operating System
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Software comes in many flavors on the **iSeries**, from the operating system, to middleware, to industry solutions. Of course, no discussion of software can begin unless you understand the basics about this very unique operating system, OS/400. Designed as a single entity, it offers built-in facilities such as our DB2-based relational database, communications and networking capabilities, online help and much more. On **iSeries**, the user/operator communicates with all the components of the operating system using either an intuitive graphical user interface or a standard digital presentation. Information on i5/OS™, the next generation of OS/400 operating system, is available now.

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Fax: (302) 225-7505

Access Control
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Safe Access™ ensures that endpoint devices accessing the network are free from security threats and in compliance with the organization's standards. Safe Access systematically tests endpoint devices - without the use of a client or agent - for compliance with organizational security policies, quarantining non-compliant machines before they damage the network. Safe Access ensures that the applications and services running on endpoint devices are up-to-date and free of worms, viruses, trojans, P2P and other potentially damaging software. It dramatically reduces the cost and effort of securing those devices - devices accessing the network through VPN or dial-up, devices logging onto the network directly, and devices connecting through wireless networks - devices your IT group may not have adequate control over.

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Access Control
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Fax: (703) 716-4812

Access Control
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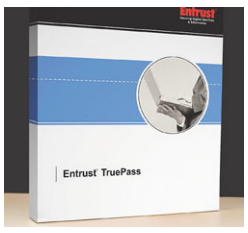
Entrust TruePass™



You can't choose your users; however, you can choose their method of authentication. Entrust TruePass delivers strong authentication for the Web that is easy to use - increasing security and reducing help-desk calls to a minimum. It is easy to deploy and allows users maximum mobility to access sensitive applications from any location through only a browser. **www.Processor.com/Entrust**

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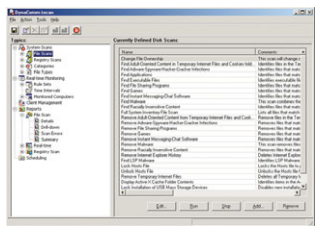

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WizSoft

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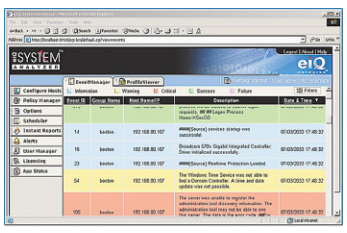

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Event Correlation
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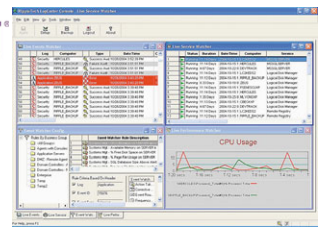

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AppRadar for Microsoft SQL Server is a host-based, **database intrusion protection system** empowering enterprises to thwart database-level attacks and malicious behavior. AppRadar provides database-specific, active protection, monitoring, and auditing. As a complementary real-time database intrusion protection system, AppRadar now makes it possible to monitor and defend the data stored within your Microsoft SQL Server database.

- Detects real attacks and misuse on the database focused on detecting and preventing complex attacks from valid users.
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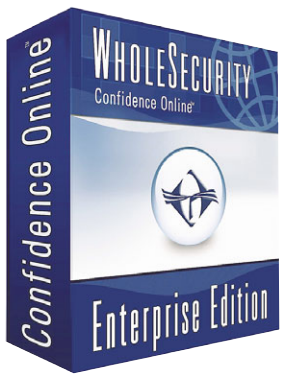

Worried about worms, Trojan horses and eavesdropping threats?
WholeSecurity's solutions deliver zero-hour protection against these types of malicious programs. With behavioral detection technology, Confidence Online™ automatically eliminates both known and unknown threats on PCs without requiring users to update signatures. Call to learn more about our on-demand and always-on deployment options!

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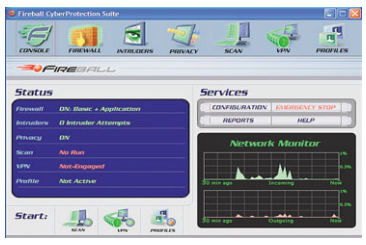

Fireball Enterprise is state-of-the-art endpoint security software for desktop & mobile computers. The first & only centrally managed, integrated solution that combines the layered protection of a personal firewall, intrusion detection system, privacy controls, system assessment, Web/application recording, spyware & an IPSec VPN. Controls all levels of network traffic and communications.

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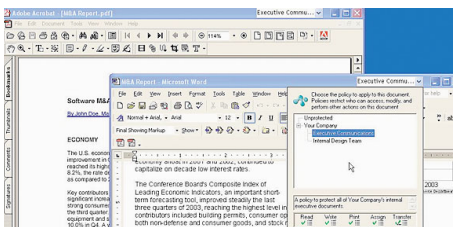
Policy Compliance
www.Processor.com/LiquidMachines



Liquid Machines is the only Enterprise Rights Management software solution that provides unprecedented protection by securing information at the source of any application. Liquid Machines encrypts digital information with persistent access and usage policies that remain with data regardless of where it goes.

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Policy Compliance
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RuleAware ESP™ (Enterprise Security Prompter) is a software application that helps businesses secure their internal network by keeping employees aware of information security policy. RuleAware ESP™ allows you to define policy in easy-to-use windows. Once configured, RuleAware ESP™ can be individually installed, or uploaded from the network. When resident on the employee's machine, RuleAware ESP™ prompts users of unsanctioned actions. If employees break information security policy, a real-time alert is logged and sent to information security policy stakeholders indicating who violated policy, which section of the policy was violated, when, and from which node.

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Compliance Management solutions from BindView help organizations satisfy IT security requirements for regulations including **Sarbanes-Oxley, HIPAA, GLBA** and **Basel II**. With BindView, customers are in control of their security policies and procedures, with capabilities to help ensure successful IT audits and compliance.

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CREDANT Technologies is the market leader in providing software enabling organizations to control security enterprise-wide for mobile and wireless users. CREDANT makes it safe for organizations to use notebooks, tablets, PDAs and smartphones to increase employee productivity.

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Product Releases

PHYSICAL

Racks & Furniture

■ **Chatsworth Products'** new wall-mounted swing gate rack family, the EasySwing, is targeted at users who want to easily access the front and rear of their equipment but don't have the space a standard rack requires. The rack, which collapses for shipping, includes cable management straps and mounting screws. The frame also has keyhole mounting slots. The rack can hold up to 85 pounds and supports 19-inch EIA equipment in 11-, 19-, and 26-RMU configurations.

• • • • •

■ **Emerson Network Power** released the Liebert Foundation EX, a rack expansion system that lets IT managers adapt equipment racks in order to manage increasing cable requirements, improve airflow, and accommodate more or deeper equipment. The system has expansion and cable management channels, which add space and cable management capabilities to new and existing Liebert Foundation racks, come in various depths, and can be added to either the front or rear. In addition, these channels feature cutouts to accommodate broad equipment mounting and quick-mount cable support systems to speed the routing and bundling of cables. The EX Cable Management Channels can be mounted anywhere in or on the rack. High heat densities are managed with optimized internal rack airflow and Liebert XD (Extreme Density) cooling systems.

COMMUNICATIONS

Telephony

■ **Netopia** announced its line of high-performance gateways, known as MiAVo. These devices are cost-effective solutions for triple-play services such as IPTV and VoIP. While these new devices still have Netopia's TR-069 remote management functionality and 3-D Reach Wi-Fi coverage, the new devices will deliver more bandwidth to homes or offices. This new equipment from Netopia will take advantage of a number of different types of networks including fiber, bonded ADSL2+, and VDSL2. These new gateways will provide increased bandwidth to devices such as VoIP phones, DVRs, Web cams, and IP set-top boxes.

END NODES

Components

■ **Intel** introduced the dual-core Intel Pentium D processor-based platform, targeted at entry-level servers. This platform includes two processor cores in one processor and the Intel E7230 chipset. This platform includes support for PCI Express, 64-bit addressability, DDR2 memory, and software RAID. These dual-core based server products will ship later this year and in 2006. The Intel E7230 chipset is priced at $36 each, based on quantities of 1,000 units.

Mobile

■ **BOScom** released the BOSaNOVA XTC-8368 Wireless Thin Client Tablet. This device is equipped with Transmeta's Crusoe processor, the Microsft XP-embedded OS, and Citrix ICA and Microsoft RDP computing protocols. This tablet can operate as an information appliance or as a terminal in conjunction with servers and hosts. It features industry-standard setup properties and communications. It supports 802.11 WLAN and other wireless options and offers a CompactFlash card slot and USB port for optional storage. The XTC-8368 comes with an 8.4-inch touch display encased in lightweight metal and 256MB flash memory and 256MB RAM.

Monitor

■ **LaCie's** new 19-inch LaCie 319 Monitor is targeted at graphic designers, photographers, and prepress printing technicians who require extensive color rendering technologies. The 319 Monitor is a part of the 300 Series of high-end LCDs and has specifications similar to the 21-inch 321 LCD launched last fall. All 300 Series monitors come with LaCie blue eye pro calibration software, which offers one-click calibration on a Mac or PC. LaCie's 319 Monitor has a contrast ratio of 600:1, luminance of 270 cd/m2, 10-bit gamma correction, and viewing angles of 178 degrees to prevent the loss of contrast when viewed from wide angles. This monitor also includes an antiglare LaCie monitor hood with a retractable hook to ensure that external lighting doesn't interfere with the document's colors.

Printer

■ **Printronix** unveiled the P7000 Series of line matrix printing products, designed for the high-volume printing needs of small, medium-sized, and large businesses. The new line has a clamshell pedestal design, color-coded controls, and the option for top or rear paper exit. The P7000 also features ribbon life and consumable usage tracking, remote management functions via PrintNet Enterprise, and image-quality control functions. Printronix is offering seven models, with pricing starting at $5,300.

• • • • •

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Fuel Cell Technology Reaches The Data Center

APC Enterprise Power Solution Features Hydrogen Generator

by Joseph Pasquini

• • •

CAPITALIZING UPON the benefits of hydrogen-based fuel cell technology, APC has introduced one of its most innovative power solutions to date. Known collectively as InfraStruXure with Integrated Fuel Cells, the new product lineup from APC features integrated power, cooling, and management services in a rack-optimized configuration. Designed as an easily scalable alternative to conventional extended-run energy sources, the hydrogen-generator-based InfraStruXure family is intended for data center or similar IT environments that may face building code, emissions requirements, or physical spacing limitations.

Positioned by APC as an on-demand architecture for NCPI (network critical physical infrastructure), the InfraStruXure design features integrated cabling and cooling systems and lets managers select from an available pool of modular components to construct a customized solution. According to Chet Lasell, APC's director of public relations for North America, the InfraStruXure's "pay-as-you-grow" methodology lets enterprise customers scale their environment as needed to meet specific business needs without the high costs often associated with conventional NCPI, such as raised floors, lost space, and expensive engineering plans. Such an approach allows for properly sized infrastructure deployments as opposed to the oversized and underutilized power and cooling systems typically built-out in the average data center.

SNAPSHOT

APC InfraStruXure with Integrated Fuel Cell Technology

Starts at $25,000 for a 10kW module not including the hydrogen supply installation, required ventilation, and cooling

Scalable backup power system leverages fuel cell technology

www.Processor.com/APC3

With energy stored and supplied to the system via bottled hydrogen, APC's InfraStruXure solution uses modular PEM (polymer electrolyte membrane) fuel cells that allow for up to three 10kW modules per rack. Unlike traditional power solutions, however, the only system byproducts of fuel cells are water and heat. As a result, InfraStruXure fuel cell users will need to incorporate a drainage system within their environment. Located outside of the data center, the hydrogen cylinders are connected back to the InfraStruXure system using stainless steel tubing. A minimum of three cylinders is required to maintain N+1 redundancy.

Additional features common to all of the InfraStruXure family include parallel battery modules, built-in manual and static bypasses, built-in Web and SNMP management, hot-swappable components, N+1 redundancy capability, temperature compensated battery charging, and industry standard enclosures. InfraStruXure Manager, the browser-based management utility, provides monitoring of power, cooling, and environmental management at either the rack or room level.

While APC faces general competition from Liebert, Powerware, and MGE, the InfraStruXure is the first data center power system implementation to leverage hydrogen power cells and to not require a raised floor design. P

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$995

Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.

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Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.

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The **"Secure Hash Signature Generator"** creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASSter running the Windows operating system.

1627 Price Loop
Rockwood, TN 37854
Phone: (865) 354-8960
Fax: (865) 354-8962

Product Releases

Continued from Page 17

■ **Ricoh** announced two new printers, the Aficio G500 ($329) and the Aficio G700 ($449). Both printers use Ricoh's new GelSprinter printing technology, which uses a viscous gel and wide print heads to deliver fast black-and-white and color printing. The gel is waterproof and fast-drying to prevent streaking or blurring. The G700 can print up to 20ppm while the G500 can print 19ppm. Duplex printing is optional with the G300 and included with the G700. Both printers include a standard 200-sheet paper tray, while the G700 has an optional 500-sheet tray. Both printers include a Level Color mode to make the most efficient use of ink.

Server

■ According to **Dell**, the PowerEdge SC430 is one of the first servers to offer Intel's dual-core processors. The PowerEdge SC430 boasts 50% more storage and 50% more PCI-E slots than the previous model, the PowerEdge SC420. Designed for tasks such as email, shared Internet access, and file/print serving, the PowerEdge SC430 is designed for businesses shopping for their first general-purpose server or looking to upgrade from existing peer-to-peer networks. Prices for the PowerEdge SC430, which supports Windows Server 2003, start at $499 .

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■ **Silicon Graphics** announced new scalable, low-cost servers and storage systems. The 1U Altix 330 server ($7,000) runs Linux and features SGI's NUMAflex shared memory architecture and 6.4GBps bidirectional NUMAlink interconnect. Meanwhile, the $12,599 InfiniteStorage S330 storage array can offer more than 16TB in NAS, SAN, or DAS configurations.

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■ **Verari Systems** announced the BladeRack 2 platform with redundant power system capabilities to maximize protection and high street-to-rack power efficiency. This platform can have power efficiencies as high as 90% by reducing the number of voltage conversions. With Vertical Cooling Technology, customers are able to integrate the latest dual-core processors from either AMD or Intel. The BladeRack 2 provides a stable computing environment, eliminates CPU thermal throttling behavior, and includes the Verari Command Center management suite, which features OS-level and hardware monitoring, remote power management and BIOS upgradeability, remote provisioning, and resource organization. The BladeRack 2 platform is expected in the third quarter.

Storage

■ **Accusys** launched its ACS-89310 U320-SATA II RAID controller, which features an integrated 64-bit, 667MHz CPU. The controller uses the PCI-X bus and supports up to 2GB onboard DDR cache memory with ECC protection. With support for 16 3Gbps SATA NCQ drives, the ACS-89310 U320-SATA II RAID controller offers the following RAID configurations: 0, 1, 3, 5, 6, TP, 10, 30, 50, JBOD, and NRAID. Triple Parity RAID Technology provides extraordinary data protection with fault tolerance of three simultaneous disk failures in a single RAID group. The controller also has a built-in Ethernet port and embedded Web server, so remote users can access RAID groups.

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■ **Condre Technology** released the DVD Tower Duplication System family, which includes standard and professional DVD duplication devices. The equipment includes Plextor writers. Condre also offers the DVD Tracer series and manufactures DVD and CD duplication, printing, and destruction systems.

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■ The EonStor (ES) U12U-G4020 and ES U16U-G4020 are new SCSI-320-to-SCSI-320 RAID subsystems from **Infortrend**. These chainable RAIDs have path redundancy and are built around Infortrend's new ASIC266 with XOR engine. They also support hot-swapping, BBUs, and UPSes.

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■ **Promise Technology's** Promise VTrak M-Class line of SATA RAID data protection and storage systems are designed for small to medium-sized businesses and support 8, 12, or 15 drive bays for 3Gbps SATA devices and as much as 7.5TB of storage. The new platform also features Predictive Data Migration, hot-swap drive support, native command queuing, and PerfectRAID functions. Pricing starts at $4,199 for the eight-bay Fibre channel/iSCSI storage array (without drives).

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Go to Page 19, Column 1

A Proactive Solution For Intrusion Prevention

Symantec Finds A Cure For Day-Zero Viruses

by Julie Sartain

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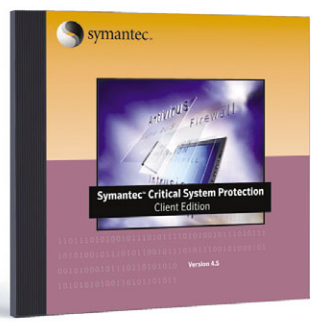
Symantec has a solution for the panic attack that ensues as antivirus vendors scramble to find a cure for the day-zero virus: Critical Systems Protection 4.5, a proactive solution designed to protect applications and operating systems by enforcing "behavior-based" security. It monitors the behavior of active content and blocks inappropriate access on both clients and servers according to defined security policies.

"Based on technology from Platform Logic's AppFire software, a company Symantec acquired in December 2004, Symantec Critical System Protection 4.5 uses its own management interface and offers complete protection by creating a safe zone of operations for applications and operating systems," says Chirantan Desai, director of product management at Symantec. When Critical System Protection 4.5 (which provides behavior-based defenses) is installed and running in conjunction with Symantec Client Security (which provides signature-based intrusion protection) or Symantec AntiVirus Corporate Edition, updates are no longer necessary. New, sophisticated firewalls monitor network traffic and block in- and outbound threats through all connections.

Available on Windows, Unix, Linux, and Sun Solaris platforms, Critical Systems Protection 4.5 includes added security for buffer overflows, memory-based attacks, and unauthorized executable programs. IT staff and administrators can use Symantec's "out-of-the-box" policies, which automatically adapt to current system apps or custom configure security policies based on individual corporate requirements and incoming attacks. In addition, users can set up virus alerts that notify key personnel when high-priority threats occur.

Reporting functions include detailed and cumulative summary data on agents, events, and policies, as well as several dozen predefined reports, including application policies for many Microsoft programs.



SnapShot

Symantec Critical Systems Protection 4.5

Server version: $995
Client version: $69

A complete antivirus solution; behavior- and signature-based, so it doesn't require updates

www.symantec.com

"Symantec Critical System Protection 4.5 offers complete protection for critical systems by controlling the behavior of the operating system and applications. This product can identify malicious behavior as it is attempted and prevent it from causing damage. This behavior-based control creates a safe zone of operation for applications and minimizes the risk of unknown viruses, worms, attacks, and malicious insiders," says Desai.

Similar products in the market include Cisco Security Agent from Cisco and Entercept from McAfee. These products have similar features as Critical Systems Protection 4.5 (support for Windows, HP-Unix, and Solaris platforms, with Linux support on the horizon; customizable report templates; email and pager alerts; custom policies with wizard-based interfaces; and a dashboard screen that provides system status and current threats, much like Symantec's management console); however, neither offer added security for buffer overflows, memory-based attacks, and unauthorized executable programs.

Licensing for the server edition is based on the number of users (or server computers). The latest available policies are included in this edition, and new policies are updated as they become available. Server edition also includes the SAP DB database, which is the only database currently supported.

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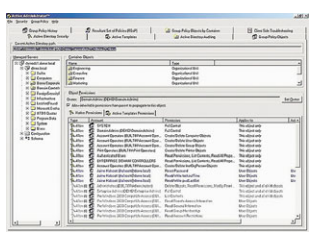
Active Administrator



Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.
• Simplified Group Policy Planning, Management & Backup
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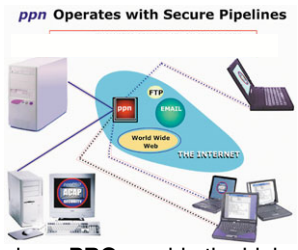

Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.

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Huntington Beach, CA 92648
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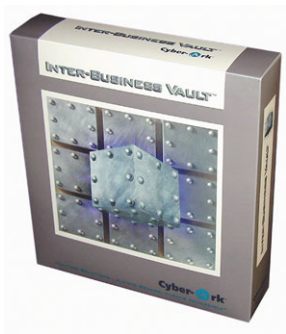
Fax: (714)-465-3391

VPN Application
www.Processor.com/CyberArk



The **Inter-Business Vault™** enables the creation of secure instant wide area networks (WANs) for connecting enterprises with partners, customers and sub-contractors over the Internet - enabling them to exchange information as if they have deployed a shared WAN, but without actually doing so. Cyber-Ark's leading Vaulting applications include Treasury Management Vault, CAD/CAM Vault, and Source Code Vault.

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Fax: (781) 251-0678

Product Releases

Continued from Page 18

■ A partnership between **RAID Inc.** and **Promise Technology** has produced a new family of 3Gbps SATA RAID storage systems. The ORION lineup provides consumers with an affordable, high-availability, enterprise-class SAN solution. Supporting up to 6TB over 15 drives, each building block has dual-host FC2 (2Gb Fibre Channel) ports and 12 or 15 hot-swappable drive bays in a rackmount chassis. All models also feature the following: NCQ; staggered spin-up; an integrated Intel XScale CPU; redundant power supplies; RAID 0, 1, 5, 10, and 50 support; LUN masking, mapping, and carving; and browser-based storage management.

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■ **Sun Microsystems** introduced the StorEdge 9985 system for the consolidation and mission-critical data availability needs of medium-sized to large organizations that are concerned with consolidation projects, disaster recovery plans, and information lifecycle management strategies. The new data-center-class storage system features Hitachi's TagmaStore Network Storage Controller, as well as heterogneous storage management and mainframe connectivity.

Thin Client

■ **BOScom** released the BOSaNOVA WTC-350, a thin client small enough to be mounted under a monitor and create a zero footprint. This computer comes with a SiS 550 x86 with MMX CPU; has an internal sound system; and supports 10/100 Ethernet, RJ-45, WakeOnLAN, and PXE boot. It has one serial port, a parallel port, two USB ports, and PS/2 connectors for a keyboard and mouse. BOScom also released the WTC-400, which has two serial ports, a parallel port, a pair of USB ports, and PS/2 ports. It features the same networking options as the WTC-350. This client comes with a VIA Eden 400MHz processor and a stand that allows its 9.25 x 1.63 x 8.75-inch (HxWxD) frame to stand on end and conserve desktop space. Both the WTC-350 and WTC-400 have 8.2-pound shipping weights.

SOFTWARE

Business Productivity

■ **Datawatch Visual's** Visual|Productivity Portal for Microsoft .NET and SharePoint features employee self-help for IT, HR, and payroll. The Manager's Portal feature lets managers view request by status (as determined by how it affects resources and staff). The software requires Windows Server 2003 and a server running RAID 5. It uses Microsoft IIS 6.0, Internet Explorer 6.0, .NET Framework 1.1, and SQL Server 2003 SP3 (optional) and starts at $5,000.

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■ The new **Ipswitch** Small Business Suite provides collaboration, messaging, and network and data management for SMBs. Specifically, the suite includes Ipswitch WS_FTP Pro 2006, WS_FTP Server with Service Agreement, ICS (Ipswitch Collaboration Suite) Premium Edition, and Ipswitch WhatsUp Pro 2005. The suite sells for an introductory SRP of $3,995.

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■ **Kofax** released Ascent Capture 7.0, an information capture application designed to improve business processes by collecting paper documents, forms, and e-documents and transforming them into retrievable information. The application delivers the content into an organization's business applications and databases and supports fail-over technology ensuring document processing continues without administrator intervention in case of hardware, file system, or database failure or power to a server is interrupted.

• • • • •

■ **Layton Technology** announced AuditWizard 6.3, designed to enhance control for IT asset audits on a real-time basis. Features include the AlertMonitor Module, which tracks hardware, software, and Internet usage on selected PCs. AuditWizard 6.3 can also audit portable devices. This software is fully integrateable with Layton's HelpBox and is available through Layton Technology for an entry price of $295, which gets you 60 days of email and phone support for up to 50 PCs.

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Find The Missing Needle In The Haystack

AirMagnet Introduces Software- & Hardware-Based Spectrum Analyzer

by Joseph Pasquini

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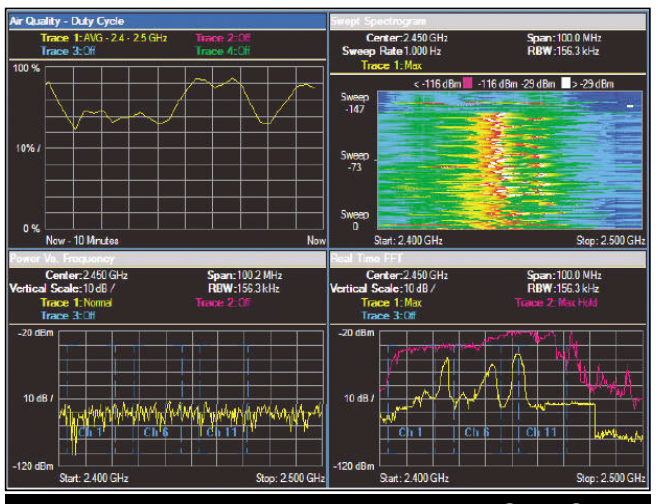
In an effort to help network administrators ensure maximum network security and uptime for their wireless networks, AirMagnet has introduced a new laptop-based RF spectrum analysis solution for Wi-Fi networks. The AirMagnet Spectrum Analyzer, which features a Cardbus sensor based upon Cognio's ISMS (Intelligent Spectrum Management System) technology, offers the ability to identify the specific sources of interference that can congest and destabilize wireless network performance.

The AirMagnet Spectrum Analyzer complements AirMagnet Laptop, the company's Wi-Fi performance and security troubleshooting tool, with its ability to identify and find the sources of interference in all of the Wi-Fi bands. Analyzer features the ability to identify the location of problematic wireless devices. In addition, it also allows network managers to analyze all Wi-Fi and public safety bands of shared spectrum in use today, including frequencies utilized by the 802.11a/b/g protocols. As a result, Analyzer will detect and identify in real time specific interfering devices, such as Bluetooth devices, cordless phones, microwave ovens, or analog video cameras. Additional classifiers are available through software updates. An external antenna is also available as an accessory.

Analyzer users are presented with a graphical display featuring up to nine concurrent charts and graphs of the Wi-Fi spectrum. Users can also customize and save their personalized diagnostic views. Some of the available plots include Channel Summary, Interferer Summary, Spectrogram Plot, Power vs. Freq Plot, Air Quality Plot, Maximum Power, and Device Finder.

Competing spectrum analysis tools include BV System's YellowJacket, Comarco's Wi-Fi Analyzer, Wild Packet's RFGrabber, and Cognio's very own ISMS Mobile 1.0 laptop-based Wi-Fi spectrum analyzer. Unlike analysis tools from competing vendors that run on proprietary standalone hardware or leverage the Pocket PC handheld platform for their spectrum processing, the AirMagnet Spectrum Analyzer runs on any notebook running WinXP.

Potential buyers of either the Cognio or AirMagnet solution will notice that both products currently appear to be identical in virtually all aspects. "For version 1.0, both companies are shipping very similar products, but customers will see increasing product differentiation over time, as well as AirMagnet-only integration with other AirMagnet products," explains Rich Mironov, AirMagnet's vice president of marketing. In addition, William Flanagan, Cognio's vice president of marketing, further elaborates that Cognio's ISMS spectrum technologies will likely include, in later releases, additional bands beyond Wi-Fi. P



SNAPSHOT

AirMagnet Spectrum Analyzer

$3,995

RF spectrum analysis solution based on Cognio's technology for Wi-Fi networks

www.Processor.com/AirMagnet2

VPN Application
www.Processor.com/OvisGate

OvisGate is browser-based Secure Sockets Layer (SSL) VPN software solution for Windows and can run on any Windows 2000 and XP computer. It builds a Virtual Private Network on the Internet in minutes and no client hardware or software needs to be installed. With OvisGate SSL VPN software installed, users can access a corporate intranet from anywhere, anytime and access it securely.
OvisGate is the perfect solution for small businesses that need to provide confidential information to remote users, to multi-locations, to employees on the road, or to business partners or customers in need of accessing the corporate intranet. The time and energy saved by using OvisGate makes it the more financially safe and least problematic solution to your corporate access needs and it has the lowest cost among VPN solutions in the market.

OvisGate Software

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Vulnerability Management
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Intrusec Exposé - Change Management Software
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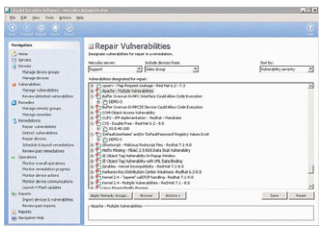

Backdoors, unsecured accounts, misconfigurations, software defects and unnecessary services. Now you can fix vulnerabilities with **Hercules**, an automated vulnerability remediation solution created by Citadel Security Software. Hercules provides flexible, end-to-end capabilities to fix all five classes of vulnerabilities. For the first time you can proactively reduce security risks in hours, not months.

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Fax: (214) 520-9293

Product Releases

Continued from Page 19

Data Communications

■ **Alchemy Lab** introduced the latest version of its network-monitoring software, Alchemy Eye 7.0, which is compatible with Windows 9x/Me/NT/2000/XP/2003. Alchemy Eye 7.0 performs continuous availability and performance monitoring of servers. It has several alert options, including email, mobile phone, pager, or ICQ. If Alchemy Eye's Network Scanner detects additional devices on the network, it adds them to the graphical network map, which displays each device's current state and the list of services it provides. Alchemy Eye 7.0 costs $299, and site licenses and quantity discounts are available.

Document Imaging

■ **Onyx Graphics** introduced version 6.5 of its Color Production software packages, including Onyx ProductionHouse, Onyx PosterShop, and Onyx RIPCenter. The company says these versions can boost performance by up to 30% compared to version 6.0, and the new applications have an Ink Usage Tracking feature that helps print providers estimate ink usage before starting a job.

Security

■ **Cisco Systems** announced Cisco Clean Access Commercial, a comprehensive security policy enforcement and remediation application for businesses with 250 to 750 users. The product is an extension of the Cisco Clean Access family of NAC appliances including Cisco Clean Access Enterprise. The integrated suite of network security tools recognizes users, devices, and their role in the network at the point of authentication before malicious activity can cause damage. The application can also determine if machines are compliant with security policies and enforce security policies by blocking, isolating, and repairing noncompliant machines.

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■ The WSDigger 1.0 tool from **McAfee** is an open-source application that simulates an outside attack against Web-based services. The tool first sets about discovering what services might be offered, looks for possible attack strategies, tests various exploits, and then analyzes the outcome. Because the tool is open source, developers are free to write add-on scripts to simulate additional types of attacks. WSDigger comes with SQL injection, cross-site scripting, and X-PATH injection attacks. The software can be downloaded at www.foundstone.com/resources/freetools.htm.

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■ Versions 6.6 of both **RSA** Certificate Manager and RSA Registration Manager (formerly RSA Keon) have been released. The software aims to help businesses deploy and manage digital certificates in a secure fashion. Improvements include better certificate lifecycle management, including self-service features. Availability and scalability are also addressed.

Systems Management

■ **ExclamationSoft** is targeting its software at users who receive alerts on mobile phones, pagers, email, or other devices. The WebWatchBot 3.0.7 traces several customizable conditions, including response time, Web site availability, and server problems. The program's new features include the new Dashboard interface (which tracks such items as Health Status and Uptime/Downtime), a Scheduler, and integration with Microsoft SQL Server. The software can deposit collected data into charts or reports, both of which are customizable. The software, which does not require monthly fees, is available for $199.95. Customers can also purchase the Annual Support Agreement for $79.95.

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■ **Neoware Systems** released Neoware Image Manager, designed to stream applications and Windows OSes on-demand from a Linux or Windows server to personal computers and thin clients. The program allows users to run any application locally while eliminating the need for local storage, which ensures data is centrally backed up and eliminates the need to perform on-site updates or software patches at individual desktops.

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■ **nLayers** announced the release of the latest version nLayers InSight. This software was developed to give users a simple way to drill down services or components to get more detailed information while at the same time allowing them to keep an overview of all end-to-end IT processes and tasks. nLayers InSight v4.0 plugs into a data center and automatically maps relationships between technology infrastructure and applications through the implementation of a new hybrid active/passive discovery engine. This engine gathers configuration item information for servers, as well as the programs that run on them. Other features include tracking and configuration comparisons that allow you to analyze and compare device configuration. There is also a function called the Fingerprint Factory, which lets users create identifiers to track applications.

SERVICES

Data Communications

■ **Dell's** new Custom Network Installation Assessment service starts at $279. For that price, Dell will help small to medium-sized businesses plan and install networks. They will also help develop desktop and workstation networking environments such as Wi-Fi, in addition to backup and restore services. Dell will also help with maintenance and can provide customers with a certificate to prove old hardware has been recycled in a manner compliant with EPA guidelines. Or, customers can donate equipment to the National Cristina Foundation.

Security

■ **BindView** introduced services to help businesses comply with security requirements through BindView Professional Services. The features include Security Compliance Power Up for analyzing a company's security policies, training, implementation, and operation; Compliance Review; IT Security Review for asset and risk management, based on ISO 17799 and BS 7799; Policy Review; Policy Development; Configuration Assessment for creating advanced appraisals of infrastructure; and Vulnerability Assessment for measuring the IT security controls that block unauthorized access to resources. BindView has also announced its new self-paced e-learning services for security compliance, available over the Internet 24/7. BindView offers a course that provides an overview to BindView's products and multimedia courses that introduce users to BindView's bv-Control for Internet Security, bv-Control for Unix, Compliance Center, and RMS Console.

Vulnerabiltiy Management
www.Processor.com/Pedestal

SecurityExpressions

Audit and Compliance
SecurityExpressions enables you to audit and remediate desktops and servers for operating system configuration settings, application configuration settings, unauthorized hardware/software, industry-known vulnerabilities, software patches and other advanced settings, such as system utilization and user account activity. The solution can audit against home grown or customized best practices system security policies such as those published by Microsoft, IBM, SANS, and NIST. SecurityExpressions offers both an agent-based and an agentless approach to system audit and compliance, meeting the needs of any environment.

List Price: $795 per server and $29 per desktop

pedestal SOFTWARE

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Newton Center, MA 02459
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Vulnerability Management
www.Processor.com/Allegent

Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.

ALLEGENT Technology Group

100 Crossways Park Dr. W., #104
Woodbury, NY 11797
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Fax: (516) 364-7036

Backup Application
www.Processor.com/Veritas

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.

VERITAS™

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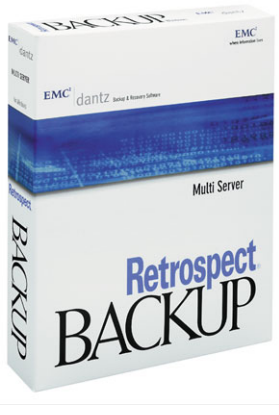

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Consolidate Your Storage Management Requirements

AppIQ StorageAuthority R4.0 Centralizes Command & Control Of Heterogeneous Storage Infrastructures

by Frederick Nevin

• • •

AS STORAGE MANAGEMENT responsibilities increase, IT managers are seeking solutions that address their needs in a single package, including storage protection and SAN management. This need has helped bring a number of new programs to market, including the AppIQ StorageAuthority suite R4.0.

The R4.0 centralizes command and control of heterogeneous storage infrastructure, according to Tom Rose, vice president of marketing. The product brings a new solution for centralized management of distributed NetApp filers. In addition, it provides full backup reporting and fault analysis for Veritas NetBackup and monitors capacity and performance of Microsoft SQL server instances and database files and traces SQL server application paths through underlying SAN infrastructures. "It enables you to anticipate and pinpoint the root causes of capacity, performance, and availability problems," says Rose. Also significant, Rose says, is that the R4.0 extends its management capabilities to IBM TotalStorage Enterprise Storage Server disk systems.

StorageAuthority R4.0 offers manage host support for SuSE Linux Enterprise Server and Sun Solaris 10, as well as support for the Microsoft Windows 2003 and 2000 Dynamic Disk feature. The product also features many enhancements, including remote management server diagnostics, built-in management server health monitoring, mass import of user groups for file-level scanning and user share monitoring, segment synchronization for collecting details on different SAN elements at different times, and schema view optimization.

AppIQ competitors include Maranti Networks and Sun Microsystems. Maranti's CoreSTOR product line consists of the CoreSTOR 2000 adaptive storage services platform. Like StorageAuthority, CoreSTOR enables rapid deployment of heterogeneous storage infrastructure, offers SAN management, and supports WAN cluster environments. CoreSTOR also replicates heterogeneous storage resources with zero application downtime.

Sun Microsystems' StorEdge products include the 9900, 9970, and 9980 systems. The 9900 series system is optimized for the Solaris operating environment. Like StorageAuthority, StorEdge products include proactive maintenance service and are also designed to simplify data management and make the storage system easy to operate. StorEdge is used to support applications in data center environments, including real-time replication and remote mirroring for disaster recovery. Like StorageAuthority and CoreSTOR, StorEdge is available for key industries, including education, energy, and financial services, to name a few.

SNAPSHOT

AppIQ StorageAuthority R4.0

Module for NetApp = $20,000
Module for Veritas NetBackup = $15,000
Module for Microsoft SQL = $5,000

Manage SAN, NAS, and DAS resources from different vendors in one console

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StorageAuthority will be available in Q3 from AppIQ partners and HP, SGI, Sun Microsystems, and Hitachi.

Troubleshoot Problems Remotely

NetSupport Manager 9 Makes Remote PC Management An Easy Ride

by Julie Sartain

• • •

COMPUTER SUPPORT across the miles has never been easy. It's time consuming and costly, and communication barriers, connection errors, and a host of other problems gridlock the process. With NetSupport Manager 9, however, remote control and file interchange is now an easy ride. IT staff can manage and support Windows clients, Windows CE devices, Windows mobile phones, Pocket PC devices, and Mac and Linux system clients remotely from their office, home, or laptop computers.

"We operate out of two buildings, which are part of the same LAN. NetSupport Manager allows us to offer assistance to end users over the phone, saving significant time from having to visit a location in another building," says Brett Springall, systems administrator at Security Central, an alarm monitoring service provider. "We also use NetSupport Manager to perform some system administration tasks and to monitor problem users. We operate a call center 24/7 and using NetSupport Manager from home allows our staff to offer support services to the call center outside of normal office hours."

The control interface has an easy menu for viewing clients; one double-click accesses a remote control session in a second, or you can use the drop-down menus to execute a file transfer, chat with users, send messages, or pass keystroke combinations. The ActiveX controls let you access clients directly from a Web browser over the Internet, and the whiteboard provides unlimited graphical options.

"NetSupport DNA and NetSupport Manager have made the challenging tasks of desktop support and asset tracking over our geographically distributed organization a snap," says Pete Jung at Fujitec America, a company that specializes in the design and manufacturing of elevators. "Our end users really appreciate our ability to help fix their problems via remote control, rather than through the traditional long phone calls. Our system administrators have used NetSupport Tutor to train remote staff with great success, saving the company thousands of dollars in travel expenses and lost time due to travel."

SNAPSHOT

NetSupport Manager 9

1 user: $99

Lets you view and control multiple systems simultaneously across a LAN, WAN, or the Internet

www.Processor.com/NetSupport

New features include Linux and Pocket PC client support, a whiteboard option so support staff can use drawing tools within a chat session, a remote command prompt for running command-line instructions on a client, detailed hardware and software inventories, thumbnail views (in monitor mode), and UI and ActiveX enhancements. In addition, clients can initiate their own records and replay sessions.

Other similar products include Symantec's pcAnywhere and RealVNC's VNC. Neither product offers software or hardware inventories, Web-browser audio, connection through firewalls, one-to-many file distribution, group chat sessions, launching remote applications, or client request help, as does NetSupport Manager.

"I use NetSupport more than any other tool in my arsenal, says Jake Mueller, help desk employee at the Prevea Health Services. "It is absolutely vital to help desk operations, and without it our productivity would decrease dramatically. NetSupport is essentially the help desker's Swiss Army Knife."

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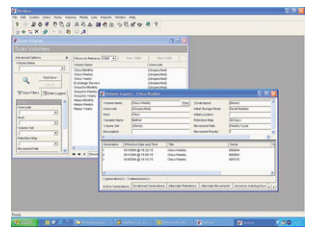

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OPINIONS

UPTIME

How Much Capacity?

As I write this column, my operations staff is busy trying to put in place a sufficient number of servers to handle the load for WildTangent's newest advergame, called Mojomaster (www.mojomastergame.com). This is the most expensive and highest production value advergame ever made, and our client plans to promote this site heavily in radio, TV, Web site, and magazine advertising. The big question for my team is: How much traffic will we get to this site?

Planning the appropriate capacity for a totally new application would be hard enough even if you had a good answer to this question. Unfortunately, we almost never get a solid, believable estimate of expected traffic. The clients are advertising agencies, which means that they are marketing people, not technical folks. And the folks we have talking to them are sales guys. So what we usually get back is that this will be the most successful campaign ever and we should plan on a bazillion users! Nothing blows profitability out of the water faster than buying enough servers to handle a bazillion users. So how can you handle capacity planning for a very unpredictable load without vastly overspending on equipment?

Understand Your Application

If you are a regular reader of this column, you know that I frequently stress the importance of understanding the application that you are hosting. You can't begin to plan for adequate capacity unless you understand how your application works and which parts are inherently scalable and which parts are potential bottlenecks.

For the Mojomaster application, there are three main server side components: a Web site for hosting the game, an application server to interact with the game client for actual gameplay, and a database for storing persistent information. Capacity needs to be planned for each of these components separately. In addition to server side capacity, we also have to ensure that we can handle the network traffic. The latter is the easiest to deal with since our bandwidth vendor provides us scalable bandwidth on demand. But how do you plan for scaling these other components?

Web Site

We've broken up our Web server farms into three groups. Since our Web applications are developed using .Net, we have two IIS server farms. The first farm is for interactive Web sessions, and the second farm is for background Web sessions that users don't directly interact with. We run all of our interactive Web apps on the same server farm. This allows us to make the most efficient use of our servers because different applications have peak loads at different times.

DANNY CECIL

Danny Cecil has 19 years of experience in product development and information technology at various companies, including HP and WildTangent. For the past few years, Cecil has managed data center operations and information technology for several Seattle companies. He is currently the vice president of operations for WildTangent, an online game publishing company in Redmond, Wash.

BIO NOTES

We have sufficient capacity on these servers that we felt confident we could handle an extremely high load for Mojomaster by adding just two additional servers. The third Web farm is for large file downloads. By moving this traffic to a separate set of servers, we maximize capacity and performance for the interactive sessions. We use a stripped-down version of Apache on Linux for these servers because they can handle an enormous amount of download traffic. We have enough capacity on these servers to saturate our network links, so we did not have to worry about any additional capacity here.

Game Server

The Mojomaster game is essentially a client-server application. The biggest question mark for our capacity planning was how many of these would we need. We worked with our QA group to characterize the maximum load per server, and then we just made our best guess about the number of servers we would need. This is where there is no substitute for experience. Having done this sort of thing many times, our Ops group has an intuitive feel for what is reasonable.

Since the server side application is written in Java, we deployed a Web farm of Linux servers dedicated to running the game server. We are also hedging our bets by having the ability to quickly deploy the game server to several other Linux servers running other applications in a pinch. Between these two approaches, we feel pretty confident that we can handle the traffic long enough to acquire and deploy additional servers if necessary.

Database

The Web site and game server traffic were the easiest to plan capacity for because they are inherently scalable. All that's necessary is to add more servers behind a load balancer. The database is another story. Since there is only one instance of the Mojomaster database, it needs to run on a single database server. It is extremely expensive to scale a database cluster, so we worked with the developers to minimize database load for this game. This included paring down the amount of data being stored and working with them on a more efficient storage and retrieval scheme. We also created a separate, high spindle count volume for the actual database to provide high bandwidth disk I/O that would not affect other database transactions.

Now that all of our servers are in place, the only thing left to do is to carefully monitor our systems and traffic and be prepared to react quickly to add more capacity if necessary.

Send your comments to danny@processor.com

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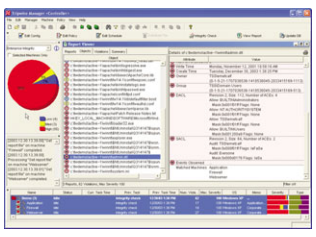

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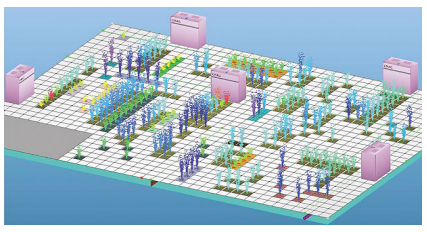

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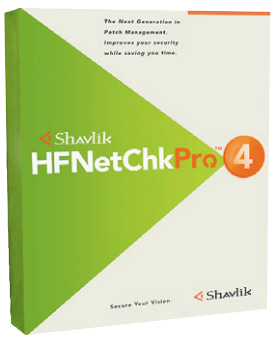

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OPINIONS
INFO-TECH • INSIGHT

IT Preaching Closes Doors

I recently received an email from a CIO who lectured me on the merits of his preferred platform. He was quick to denounce all other systems and demanded to know why more people hadn't seen the light. It was obvious to him that everyone should be using his technology of choice.

The Difference Between Evangelism & Preaching

The email reminded me of a discussion by Amazon.com CTO Werner Vogels about the differences between technology preachers and evangelists. Vogels described how his research team shifted from being evangelists to preachers and how doing so damaged their credibility.

An IT evangelist is excited about how a technology can make things easier. She sees technology as one piece of a broad toolset to solve business problems. An evangelist is passionate about the possibilities of technology, and her enthusiasm is contagious. She is able to get her colleagues excited about how technology can make their departments more effective. She is able to convert others to her way of thinking by showing them what they can do with technology. Most successful tech movements are led by IT evangelists. Picture Marc Benioff, Steve Jobs, Bill Gates, or Linus Torvalds.

An IT preacher, on the other hand, knows better than everyone else. His technology solution isn't one way to solve a problem; it's the only way. When a business issue presents itself, the self-righteous preacher rolls his eyes and explains that this is yet another example of how his technology could have solved your problem. An IT preacher doesn't inspire his colleagues; he alienates them. He loses support because he tells others what they can't do without his technology. Most tech movements develop a hardcore following of IT preachers who pooh-pooh all other platforms. Picture the Linux, Novell, Apple zealots.

CEOs can't trust the opinion of a CIO preacher because it is steeped in personal bias.

Inspire, Don't Lecture

There's nothing wrong with feeling strongly about a technology or platform. It's the reason many of us got into IT in the first place. But preaching almost always undermines the credibility of the CIO and diminishes the IT department's influence in the enterprise.

Most corporate leaders see technology as a tool for solving a business problem. When CEOs want advice on how to solve a business issue, they want to know that their CIOs will offer them objective solutions. A CEO needs to make business decisions that are not tied to a CIO's emotional attachment or personal bias about a given technology. An IT preacher can't do this. An IT evangelist can.

An IT preacher may be justified in his opinion about a technology solution, but his tendency to preach diminishes credibility. That's the basic problem with becoming an IT preacher: The zeal for the technology becomes personal.

The CIO evangelist is careful to play more than one card. The evangelist knows that technology is just one piece of the business puzzle. She works with her colleagues to come up with a plan that incorporates the people, processes, and the technology. By contrast, the IT preacher has only the one solution: technology. It will solve all the real problems, and the people and processes will just have to change to accommodate the solution. That never goes over well.

A Case In Point

Recently I took a call with a CIO who wanted to know how he could better sell his idea to his business leaders. He had pitched a CRM solution to his marketing counterpart but was unable to convince him to carry the idea forward. When his idea stalled with his colleague, he even tried to pitch the idea directly to the CEO on behalf of the marketing group.

While I admire the CIO's enthusiasm, this is an example of why IT preaching doesn't work. The job of the CIO is to meet the needs of the business. That means helping them with initiatives. It means working together to solve business problems. It means choosing the right solutions for the enterprise. It doesn't mean trying to push a solution on the business just because it's "good for them."

JANET WHITE

Author of "Buying Right: Vendor and Software Selection," Janet White has managed key development projects for major automotive and high-tech enterprises across North America. White is currently a research analyst with Info-Tech Research Group, where she analyzes enterprise software.

^ BIO NOTES

Save The Sermon For Sunday Morning

A CIO should be able to get his colleagues excited about the possibilities of how a technology can help a business unit. But if a business unit leader doesn't want to adopt a solution that could benefit the group, it's not the CIO's responsibility to keep pitching it. There is a point when the CIO has to say, "Well, that's a missed opportunity, but let's move forward and see how we can find an amicable solution we can all live with."

CEOs can't trust the opinion of a CIO preacher because it is steeped in personal bias. A CIO preacher can easily find himself uninvited to the decision table, relegating IT to a subordinate position within the company.

There's a fine line between evangelism and preaching. Successful CIOs adopt the evangelist angle and leave the preaching to the clergy.

Speaking of preaching, that's probably enough for me today.

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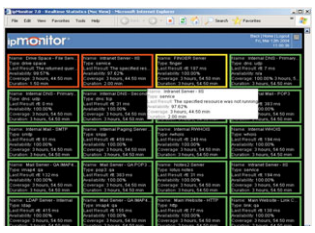

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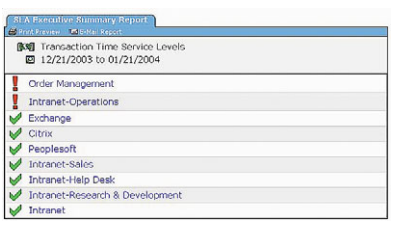

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Virtualization

Here's a little secret. You probably are only using about 10% of the capacity of your tape drive. Over the past 15 years, new magnetic tape technology has increased the density of data that can be written to tape. These days it is not uncommon to see high-density tapes with physical volumes as high as 120GB. This new technology has reduced the costs of tape hardware and simplified handling and management tasks.

Who's Using It?

A recent survey of IBM customers shows that on average more than 30% of tape cartridges contain fewer than 50MB of data. The average volume size of data on tape cartridges is less than 300MB. As an example, the average content of extended capacity 3490E is as low as 10% of the maximum capacity of the tape cartridge.

The lack of utilization of tape drives is because the practices used in archiving, backup, and data recovery has not changed very much at all over the last 15 years. IT managers want to use their tried and true applications for long-term storage of their data. They still rotate their tape cartridges with each data backup rather than combining multiple backups on one tape. In short, the use of tape drives has not kept up with technology.

A Virtual Megatrend?

Gartner Group calls virtualization one of the most important emerging technologies in the data center. Virtualization technologies pool and connect server resources across an enterprise. At a recent Gartner Symposium, Gartner vice president John Enck called virtualization a "megatrend" and said it doesn't really matter what kind of server you run it on, as long as you're running it. Enck insisted virtualization technology will have an enormous impact on server evolution in the next five years as a driving force for box efficiency.

Although the concept of virtualization may be a "megatrend" on the server side, it really is not a new concept when it comes to tape and disk storage. In April 1995 IBM announced the IBM Magstar 3590. At that time IBM made it clear that some means of using the high-capacity tapes would also be required. In fact, IBM expressed this requirement as a statement of direction at the same time it announced the Magstar.

JOSEPH MARION

For the past 30 years, Joseph Marion has worked in the technology equipment reseller market. In the 1970s he competed with the major equipment manufacturers by selling, leasing, exporting, and maintaining used equipment. In the 1980s he "crossed over," joining forces with IBM and becoming one of its most successful authorized business partners. Since 1990 Marion has headed up the Association of Service and Computer Dealers International, the world's largest association of companies that deal in technology products.

BIO NOTES

Currently, more than 80% of S/390 sites have a tape management system. These tape management systems include some type of hierarchical storage management software. However, software solutions to take advantage of the increased capacity of tape drives are seriously lacking. Market research companies estimate that only around 15% of S/390 installations have any type of data set stacking. The bottom line is that we now have big tape drives with large capacities being under utilized. Implementing virtualization solutions could change that.

One "solution" that most IT managers are not using is data set stacking. Most software-based data set stacking products take many tape volumes and write them to one tape volume. Data set stacking does not seem to have achieved mass acceptance in the marketplace. IT managers don't like the fact that most tape set stacking solutions usually require some sort of post-processing activity such as the remounting of tapes. They say that the software eats up additional resources of the host system, and they feel that tape set stacking software is too complex to use. Probably the biggest reason for the lack of acceptance is that tape stacking solutions are too expense to implement.

The Virtual Tape Server Solution

The VTS (Virtual Tape Server) is IBM's hardware-based solution. It can emulate up to 256 tape drives on a DAS device and can access up to 12 physical IBM 3590 tape drives to move data onto and off the physical 3590 cartridges.

This solution lets users of cartridge tapes maximize the storage potential of each tape, while at the same time improving performance and reducing the number of tapes required.

VTS improves access to recently written virtual tape volumes because the DAS device volumes are available for immediate access. On a real tape drive you would have to mount the physical tape before being able to access the data.

VTS is transparent to the host software, feature rich, readily supported, and easy to use; however, VTS boxes are a bit expensive. One way to drive the cost of VTS boxes is to look to the secondary market. A list of secondary market dealers can be found at www.ascdi.com.

Due to its complexity, there are only a few companies that sell used VTS systems. One such company is ASCDI member DV Trading (www.dvtrading.com). From its Frankfurt, Germany, facility, DV Trading custom configures IBM S/390 VTS systems, ships them worldwide, and guarantees that IBM will accept the systems for IBM maintenance anywhere in the world.

Data center managers looking to utilize the capacity of high capacity tapes in order to create a more powerful, cost-efficient data center need to look at changing their old tape backup practices and implementing a VTS.

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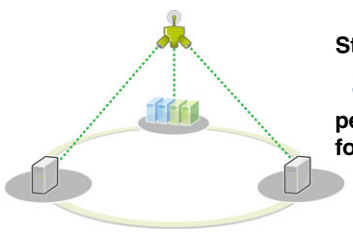

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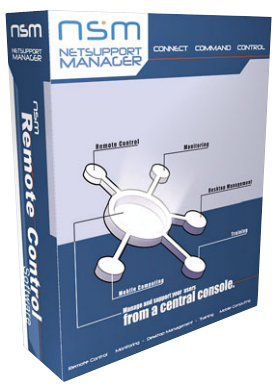

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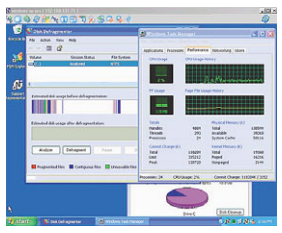

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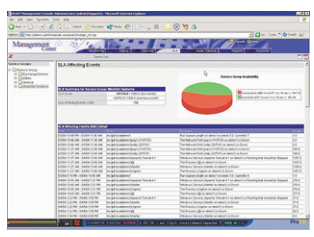

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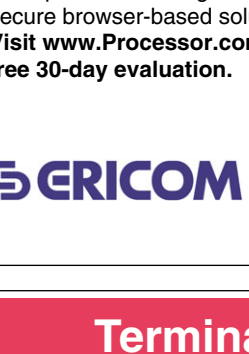

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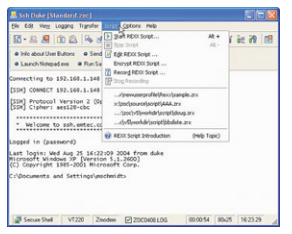

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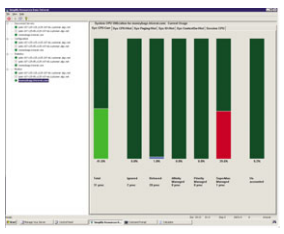

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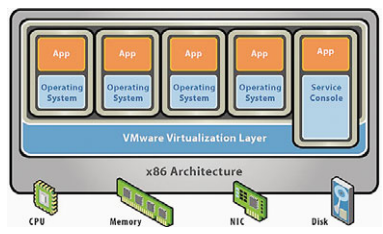

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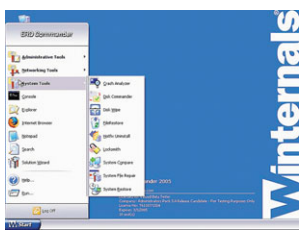

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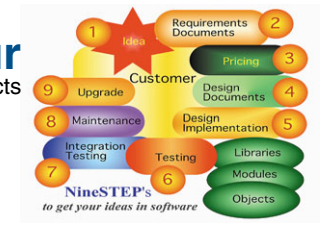

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Safe Is Better Than Sorry

Why Rights Management Software Matters To You & Your Company

by David Garrett

• • •

ERM, DRM, IRM, AND RMS. They stand for enterprise rights management, digital rights management, information rights management, and rights management service, respectively. And by and large, they all refer to a set of technologies that let "authors"—such as any employee who writes a memo, a spreadsheet, or an RFP—restrict the use of their content.

How? With rights management software, you can specify who can view, edit, print, save, or forward your documents, among other things, which has long been a topic of debate in the music and movie industries where Napster, Grokster, and others have been at the center of battles over who can download protected content.

But rights management goes far beyond music. It's useful in finance and sales to IT and beyond—in short, in any case when you don't want the whole world to see your work.

What It Does

Rights management software, whether it's the simple type found in Microsoft Office or the enterprise solutions from Adobe and others, lets authors determine who can access, edit, forward, and print documents, as well as make screen captures or copy and paste data. In email programs rights management lets you restrict a user's right to forward or print your email or move it to an offline folder.

Some rights management solutions also let you expire content, change access permissions on the fly, use enterprise-wide policies, and log access to documents to keep a complete audit trail. That's a welcome feature in a world ruled by HIPAA, Sarbanes-Oxley, Gramm-Leach-Bliley, and California's SB1386, where audit trails can mean the difference between a simple gaff and an SEC fine.

Of course, even the best rights management tools aren't foolproof. Nothing can give you total control over your data, no matter what vendors may claim. Employees can always "borrow" the machines of other employees and take a peek at something they're not supposed to. But at the very least, rights management systems make this kind of abuse much harder to do and protect against the most common infractions.

Rights Management In Windows

You may already have a rights management system without even knowing it. Microsoft Word, PowerPoint, Excel, and Outlook all have basic rights management—as long as they're part of an Office Professional license. In the first three of these programs, just point to the Permission option in the File menu, and you'll see a number of options to restrict access to end users.

The Major Players

Enterprise rights management apps can be costly, but they're cheaper than a data breach. Here's a list of some of the most popular offers.

Adobe LiveCycle Policy Server
PDFs have some built-in rights management, but for enterprise protection you'll need the powerful features of LiveCycle. It starts at $40,000, which includes a license for 500 users.
www.adobe.com/products/server/policy/main.html

Authentica Active Rights Management
Authentica is one of the field's leading players. The price of its software varies by platform and volume but starts at $25,000 for 200 users on the firm's SecureOffice, PageRecall, or MailRecall system.
www.authentica.com/technology/platform.aspx

Liquid Machine Document Control 5.0
Document Control 5 is known for its strong audit trail and reporting, but you'll pay for those features. The server costs $15,000, and you'll need to buy at least 100 client seats that range from $10 to $100 by volume.
www.liquidmachines.com/products/overview_doc.php

Microsoft Windows Rights Management Services
It comes with Windows Server 2003, although you'll have to buy a client license to use it. That's under $40, but if you'd like to bring external users into your system, you'll need a connector license that's just over $18,000.
www.microsoft.com/windowsserver2003/technologies/rightsmgmt/default.mspx

There are also smaller rights management solutions, such as OmniTrust's Protected Browser (www.probix.com/products.htm), which retails for $25 per license. Although it's spare in features, it does make it impossible to email, print, save, or screen capture a Web page.

SignetX (www.signetx.com) offers encryption and rights management on a service provider model, which spares you from server installations and hefty software bills.

Rights Management Everywhere

Rights management has a much broader reach than music and movie downloads. Here are some of the common needs it serves in today's enterprise:

- Your accounting team needs to be able to determine who can read, edit, save, or print financial reports, as well as build an audit trail.
- You need to send a sensitive email to all employees but don't want it to be forwarded to someone outside your firm.
- You can distribute policies and set them to expire by a certain date, in order to keep users from reading obsolete rules.
- You need to give a vendor a copy of your network plan but don't want him to be able to view it for more than a week or send it to anyone else.

Even Internet Explorer has a rights management add-on that lets you share protected data with users who don't have Office Professional. The add-on is a simple viewer that lets users with the right permissions view an Office doc through their browser. It can be found on the Microsoft Web site for free.

For more stringent rights management needs, Microsoft offers the Windows Rights Management Services for Windows Server 2003, which lets you bring rights management techniques to the enterprise as a whole, both inside and outside the firewall. In June Microsoft released the first service pack to WRMS, which depends on third-party developers for much of its feature set.

Nothing can give you total control over your data, no matter what vendors may claim.

A Locked-Down Future?

But no matter what kind of rights management software you choose, there's a good chance you'll be using it widely.

Why? Now more than ever, your business has to protect its data, and virus sniffers, intrusion detection systems, and other apps—collectively known as "fortress protection" in the rights management world—only protect the perimeter of your networks.

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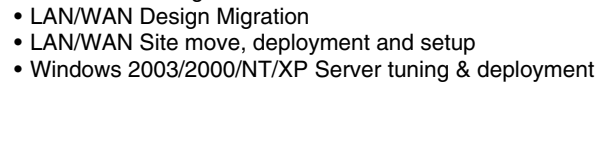

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Supporting "Unsupported" Software

Don't Turn A Blind Eye To Unauthorized Software On The Network

by Ericka Chickowski

• • •

The moment is a classic one in the life of an IT staffer. You get a phone call from a flustered user who is having a problem with her system. Some unspecified piece of software or hardware is just not working right. After a few pointed questions, it comes to light that the problem component is in fact "unsupported"—your business never authorized installation in the first place.

Too Risky

According to a recent survey done by Websense and Harris Interactive, 39% of small to midsized enterprise IT managers rated unlicensed and unsanctioned software as the worst security problem facing their organization in the last year.

Most of the unapproved software on SME networks is not only a bad idea for security and legal reasons; it is also usually unproductive and inappropriate. Some of the programs swirling around on unmonitored networks include games, bit torrent clients, and P2P clients. The prevention of these types of programs is a no-brainer.

But what about software that actually serves a work-related purpose?

Joe User often brings in a copy of something he deems useful to his job and loads it on to his workstation, never knowing that he is exposing his organization to a myriad of risks. When confronted about this rogue installation (inevitably after something goes wrong), he'll tell IT that he didn't even know that it would be a problem and begs to keep it as he needs it to do his job. Even worse is when it is CXO Joe User putting up the fight. In such situations, it can be tempting to let things slide.

Nevertheless, IT must not allow even these unauthorized productivity boosters on its network. There are many clear reasons for such a harsh policy, and it may help to review them with employees when playing the enforcer.

Most obvious among these is the fact that most unsanctioned installations lack the proper licensing to make them legal for use. Many employees may not even know that they don't have the right to use their legally purchased software on both home and business computers. They would likely be appalled to know that their second installation could cost the organization up to $150,000 in copyright fines if the Business Software Alliance came to rain on the parade.

But even when the software is legit—in the case of freeware, for instance—there are still challenges when it is unapproved. Many freeware programs are unsecure and could open the network to trouble. They are usually unsupported, causing system malfunction. And even if it is totally secure and stable, allowing users to install programs on the fly sets a precedence of tolerance that opens the floodgates for other less stable (and legal) programs.

Prevention

Most users are amenable to playing by the rules, provided that they are laid out clearly. The organizations that tend to have the most trouble with unapproved software floating around are those that have never adopted a software policy.

These documents are usually only a couple of pages long and clearly state the business' procedures for procuring and installing software, its policy against pirated software, and its policies regarding audits and monitoring of employee computers for violations. In this policy you can state your business' preferences regarding shareware; for example, some businesses will allow installation of this software after written approval is granted by IT.

The policy will also lay out repercussions for breaking the rules. While the policy is mostly about restricting installations, the development of a software policy can also be an opportunity to make it easier for people to get the software they need. Think about writing procedures for requesting software into the policy. By making the process easier, you are more likely to make people willing to follow the rules. The BSA offers a good sample policy in the tools section of its Web site (www.bsa.org) for those who don't know where to start. No matter what you write, be sure to disseminate the policy and require all employees to sign a copy to confirm they have read it.

Enforcement

Even with the best-laid policy, an organization will still run into problems with rule breakers who think they can slip programs on their systems "under the radar." In order to truly provide some teeth to your policy, it is extremely important to set up procedures and tools to deal with these situations. First of all, IT managers should consider employing some sort of asset tracker with automatic discovery features. By automating network auditing, managers can get timely snapshots of what is installed on their network systems.

Some of these programs are standalone tools offered cheaply and even for free, such as Tally Systems' Census Recognition Technology. Others are part of more comprehensive asset management suites that allow businesses to track licensing and automate change management, such as Computer Associates' Unicenter Asset Management Suite. Whatever program you choose will be a big step up from nothing at all, as regular physical audits of even as little as 100 systems can be overwhelming for a small staff with more than enough duties to cope with. (See the "Tools To Keep 'Unsupported' Software Off Your Systems" sidebar for more information on these products.)

Once there is a way to audit your systems, you also need to think about how to handle employee indiscretions. If unauthorized installations go continually unpunished, everything is for naught. In order to truly make a difference, you'll need to get upper-level management's cooperation in reprimanding and even firing repeat offenders.

10 Tips For Software Asset Management

As one of the leading watchdog groups in the fight against software piracy, the Business Software Alliance brings businesses that use unlicensed software to justice. The BSA offers 10 tips to help business owners avoid the pratfalls of poor software asset management.

1. Be a responsible software user. Develop a company policy on software usage and have employees sign it annually.
2. Compare the number of software installations to the number of licenses. Obtain any licenses needed for compliance.
3. Centralize software purchases. Funnel purchases through a designated internal authority such as a purchasing department.
4. Ask that employees submit written requests for new software and see that the software manager signs and authorizes these requests.
5. Buy from authorized dealers or through reputable application service providers.
6. Obtain original materials, such as manuals, registration cards, license agreements, and receipts, with each purchase and keep them in a centralized file or location.
7. Have a clear policy on Internet usage, including the uploading and downloading of software, and enforce it.
8. Establish a regularly scheduled audit of the company's software assets. Know what programs reside on your computers and network at all times.
9. Visit www.bsaaudit.com for free tools and resources, including the BSA Guide to Software Management and free software audit tools that will enable you to audit the software on your computer network to determine whether or not it is licensed.
10. Report software piracy by calling (888) 667-4722 or accessing the online reporting form at www.bsa.org/usa.

Tools To Keep "Unsupported" Software Off Your Systems

Even smaller enterprises need help keeping unauthorized software off their networks. The following products offer automated discovery tools and/or asset management to help keep the systems clean.

Centennial Software Centennial Discovery
Centennial offers a barebone product that can help a business audit its software inventory automatically. A free 30-day trial is available.
www.centennial-software.com

Computer Associates' Unicenter
CA's Unicenter suite offers automatic discovery of hardware and software information, as well as monitoring of software usage for license compliance. It also has mobile device management features and extensive cross-platform reporting for a more complete asset management solution.
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Tally Systems Census Compliance Software
Tally Systems has almost 15 years of experience in writing compliance software programs. The Census suite offers a reliable way to automatically discover and track software added to network systems.
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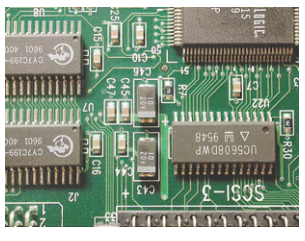

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What's Happening

Measuring With A New Ruler

Emerging Storage Practices Promise To Meet Increased Demand At Lower Costs

by Stephen J. Bigelow

• • •

Performance is an essential attribute of network servers, and benchmarks have long been a vital tool for performance analysis. Prospective customers typically rely on benchmark results to help them evaluate multiple systems on a unified and objective basis. Even after a purchase decision is made and new equipment is actually implemented, benchmarks help to measure the performance of a production network in "real-world" situations. However, Michael Majdalany, TPC (Transaction Processing Performance Council) administrator, says that current benchmarks are showing their age, and a new set of benchmarks is needed to address the changing attributes, features, and applications of today's network servers. The TPC is working to remedy such shortcomings with new benchmark tools.

Important But Flawed

Generally speaking, benchmarks aren't just about bragging rights. Server performance testing plays some extremely important roles in today's IT departments.

By taking the guesswork out of performance analysis, benchmarks can save a tremendous amount of time and ineffective trial-and-error solutions, usually resulting in a cost savings for the enterprise.

Benchmarks help to ensure that system performance meets expectations. Companies need to be assured that they're getting what they pay for and that testing will stand up to careful scrutiny. As Majdalany says, "Products used for TPC benchmarks have to be stable enough to pass an audit."

But benchmarks also play a crucial role in the everyday production process. By measuring the actual performance of a system, administrators and service providers can verify that they are utilizing processing resources effectively and meeting customer SLAs and isolate potential problem systems for further investigation or remediation. By taking the guesswork out of performance analysis, benchmarks can save a tremendous amount of time and ineffective trial-and-error solutions, usually resulting in a cost savings for the enterprise.

There are really a variety of tools available to measure server performance today. In addition to the TPC's benchmark products (such as TPC-C or TPC-W), some organizations continue to use several SPEC benchmarks, along with offerings that include Benchmark Factory, Netbench, and ISV application-specific benchmarks from vendors such as SAP and Peoplesoft.

Unfortunately, Majdalany points out some important drawbacks to many current benchmark offerings. Current testing methodologies are often costly to run, usually requiring high levels of labor, large amounts of lab hardware, and frequently disrupting normal network activity. Some benchmarks require particular configurations that may be difficult to assemble and maintain or that rely on tuning and optimizations that can potentially compromise the integrity of any test results. He also notes that many benchmarks are also limited in their coverage of applications or environments. "Benchmark models may not be representative of their target environment/customer configurations." For example, some benchmarks don't cover high-availability configurations.

The Move Forward

Majdalany says that traditional benchmarks are much like diagnostics—testing performance by evaluating activity at the component level. But such low-level testing does not necessarily reflect the actual usage conditions experienced by the server. Consequently, testing methodologies are slowly turning from a "diagnostic" evaluation and taking a much more holistic look at system-level environments, "Implementation environments are evolving, and the benchmarks are evolving to provide better representations of these environments," says Majdalany.

"The TPC produces benchmarks that measure transaction processing and database performance in terms of how many transactions a given system and database can perform per unit of time (for example, transactions per second or transactions per minute)." This is clearly a philosophy that the TPC intends to continue with its emerging test, dubbed TPC-App. As Majdalany explains, "TPC-App is an application server and Web services benchmark. The workload is performed in a managed environment that simulates the activities of a business-to-business transactional application server operating in a 24/7 environment."

Majdalany is quick to highlight the differences between existing benchmarks such as TPC-W and the new TPC-App. TPC-W focuses on image caches, Web caches, Web servers, and emphasizes the use of an ecommerce Web storefront. The test itself was optimized hand-written static code (C++) and only employed about 30% use of SSL. By comparison, the new TPC-App benchmark focuses on commercial application server environments set in a B2B Web services workload. The actual TPC-App program is written in Java and C# (.NET) and uses 100% SSL for secure, encrypted communications.

Making It Work

The TPC-App benchmark is available now, and IT administrators can download the tool directly from the TPC Web site (www.tpc.org/tpc_app/default.asp). However, it's important to note that TPC-App is not intended to run on actual production systems. Instead, testing is performed in a controlled environment (a lab) on a standalone system. While the costs involved in performing TPC-App testing are typically far less than other contemporary tests (TPC-W required as many as 25 servers committed to its test environment), the actual costs of using TPC-App will vary with the particular organization. "Cost depends on level of skill and experience running these types of tests," says Majdalany.

The TPC also has other benchmark tests in development. TPC-E (replacing the aging TPC-C test) is intended to test modern database server work, while being less expensive to run and less sensitive to unusual hardware/software configurations. Similarly, the emerging TPC-DS test (expected to replace TPC-H) should reflect today's data warehouse utilizations, measuring the ways that systems perform complex queries. Majdalany says, "The new TPC-E and DS benchmarks (targeted for 2006) will become the new mainstream."

TPC Transaction Processing Performance Council

What's Next

Servers Extending Their Range

Network servers provide a wide range of mission-critical services to the enterprise. They act as Web servers, transaction processing platforms, database systems, and more. But servers are not the ubiquitous vanilla boxes of years past—one size no longer fits all. Today the server market is exploding with diversity, and network planners are often hard-pressed to select products that meet their particular demands of budgets and performance.

Regardless of the application or the budget, server performance is increasing across the board. At the lower end of the server spectrum, some of HP's ProLiant servers are now using dual-core AMD Opteron processors, increasing performance while maintaining low costs. HP expects the shift to dual-core chips to more than double the transactional performance of BL35p machines. At the higher end of the server line, IBM's P5-575 server is expected to ship with eight dual-core processors installed, which could increase performance up to 55%. This trend shows no signs of slowing, as multicore processing takes the lead in enterprise computing.

Longhorn Looks To Graze

Although the desktop release of Longhorn may not occur until 2006 (2007 for the server version), Microsoft is unquestionably moving toward the open beta phase of development. Microsoft is planning a beta test of Longhorn (desktop) sometime this summer and is also hoping to beta the server version later this year. Although there is currently no word on when beta testing will start, IT departments may wish to become involved at some point early in the testing phase. New OS versions are notorious for bringing performance and compatibility issues into the enterprise, so early involvement (even in casual offline testing) may yield dividends as Longhorn finally becomes available. IT familiarity with the product may provide enough intellectual capital to ease rollouts, identify important workarounds, and help train users.

New Open-Source Resources

Open-source software has emerged as an important platform for software development, allowing companies to take control of their own software creation and maintenance and furthering the evolution of other open-source software products in the marketplace. However, there are tens of thousands of open-source software products in existence, and locating the source code, documentation, and other collateral material can be extremely challenging.

A new company called Swik is attempting to ease these problems by facilitating open-source collaboration. Swik offers a search engine, posting resources (for documentation and other materials), and an RSS feed, intended to let users quickly navigate the wealth of open-source projects available and edit/add their own information. For example, an open-source author interested in a particular type of project might use Swik to locate numerous tools and documents pertaining to similar projects, fostering a collaborative atmosphere that Swik creator SourceLabs hopes will further the adoption of open-source technology.

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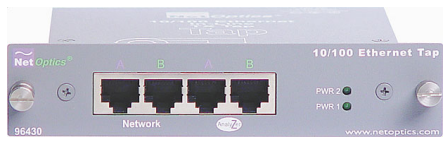

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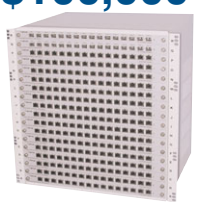

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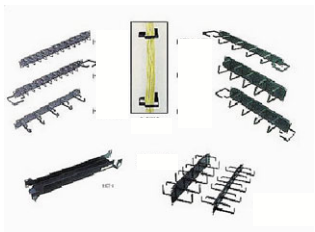

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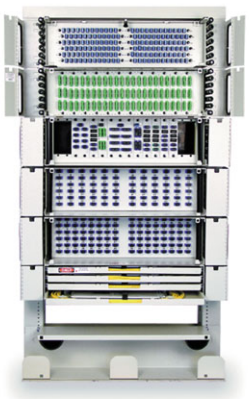

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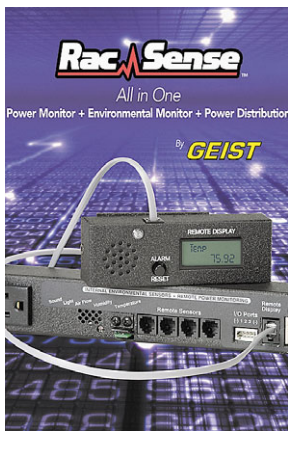

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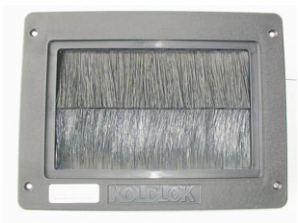

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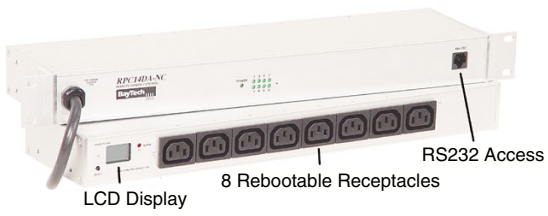

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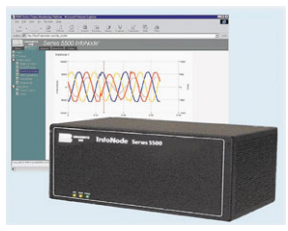

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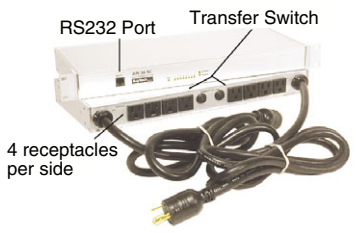

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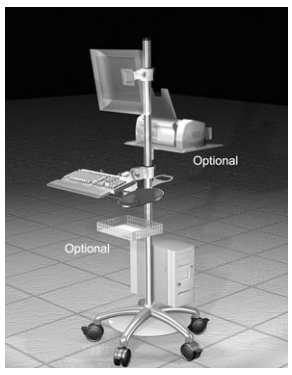

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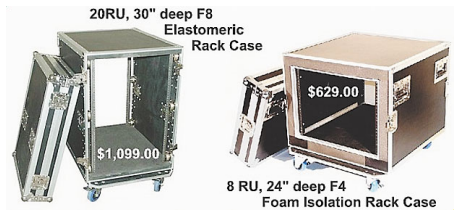

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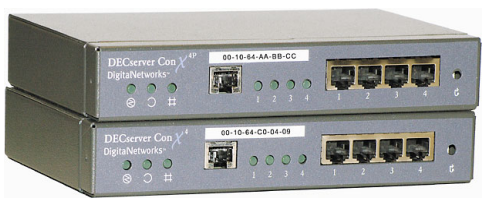

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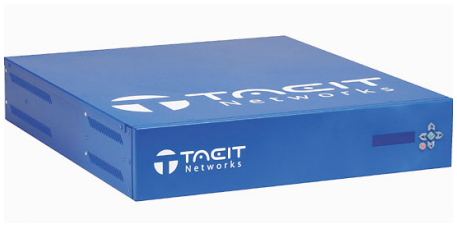

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46706 Fremont Blvd.
Fremont, CA 94538
Phone: (510) 656-2248
Fax: (510) 656-2158

Router
www.Processor.com/CopperCom

The CopperCom CSX is an RUS listed, next generation switching system that provides Class 4, Class 5 and IP Services. With a complete set of features including residential CLASS and custom calling features, business group, CALEA, LNP and centrex, the CSX is the perfect solution for service expansion or legacy switch replacement. For additional information, visit this page:
Processor.com/CopperCom

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Boca Raton, FL 33431
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Quad WAN Broadband Router - PermaLink PRI-684
- World's only QuadWAN w/ inbound load balancing for web hosting. Failover, load balancing between WAN lines
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Router
www.Processor.com/Kentrox

$1495

Q2400 Dual T1 and Ethernet QoS Access Router
- For T1 and Ethernet services
- All-in-one device: combines a QoS IP router, VPN, firewall and Ethernet switch
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Access Control
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Starting at
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Caymas Systems enables organizations to control access, and control their business with the world's first Identity-Driven Access Gateways. Caymas solutions integrate third generation remote access, ultra secure extranets and wire speed internal access control, allowing enterprises, government agencies, and institutions to extend information assets to employees, customers, and partners.

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With Ingrian DataSecure Platforms, companies can address one of today's most critical security threats--data left unprotected within applications, databases or storage systems. DataSecure provides controls for securing sensitive data, delivering granular, field-level encryption; centralized, FIPS-compliant key management; integrated authentication and authorization; and robust logging and auditing.

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Phone: (650) 261-2400
Fax: (650) 261-2401

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The **Password Auto Repository** (PAR) is the leading comprehensive Administrative password solution that includes the release, change, and verification of critical shared administrative passwords. The PAR is a clientless appliance-based solution providing ubiquitous secure password accessibility. Addresses password management for Operating Systems, Firewalls, Databases and more!

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Fax: (302) 793-4985

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www.Processor.com/AccessDenied

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The Proximity Security System will completely secure your system. Each authorized user is assigned an RF badge, which is coded. When an authorized user is within the proximity of the computer, the user is allowed access to the system. When he or she leaves the specified proximity, the computer goes into sleep mode, a screen saver is displayed, and the keyboard is deactivated.

AccessDenied SYSTEMS

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Fax: (314) 344-8560

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Content Filter
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BlueCoat™

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8e6 Technologies

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GuardedNet's nS appliance family brings all the benefits of an appliance together with the feature richness of an enterprise-class SIM platform. The nS series can consolidate, correlate and analyze the logs of more than 100 devices, including network security products, hosts and applications, while providing full lifecycle incident management, as well as proactive policy monitoring and enforcement.

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Firewall
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USD

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FORTINET

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IDS/IPS/DoS
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The **Mazu Enforcer** is designed to detect, characterize, and mitigate traffic-based network attacks with speed and precision. The Mazu Enforcer is a perimeter appliance that watches for network congestion that is caused by traffic-based threats, such as denial-of-service attacks. When the Mazu Enforcer detects an attack, it uses advanced heuristics to quickly identify the individual packets that are causing the problem. It can then filter out the attack traffic while minimizing the impact on legitimate traffic. The Enforcer also can dynamically adapt its filtering behavior as an attack progresses.

Special Features
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INTRUSION

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ForeScout

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IDS/IPS/DoS
www.Processor.com/NFR

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(nfr)(security)

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Rockville, MD 20850
Fax: (240) 632-0200

IDS/IPS/DoS
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Checkmate Intrusion Protection System
- Real-time behavioral assessment of intent
- Capability to detect unique or new forms of attack
- Automated tracking and blocking
- Automated profile development to aid forensic analysis
- User-friendly graphical user interface

www.Processor.com/Psynapse

psynapse TECHNOLOGIES

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Washington, DC 20007
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IDS/IPS/DoS
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DCB

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AEP SureWare A-Gate, a suite of SSL VPN appliances, provides a high functionality, low-cost SSL VPN solution for companies of all sizes that want to extend enterprise applications to employees, business partners and customers. All remote access users can have secure and authenticated access to internal applications and resources.

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AEP systems

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Vulnerability Management
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The **SAINTbox™** is the **Network Vulnerability Scanning Appliance** that provides an easy and affordable turnkey solution to evaluate your network's security and identify any existing security vulnerabilities. This product's superior features include plug and play standup, automatic updating, customizable scanning, 6 preconfigured reports, and session management features.

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No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When a disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

Temperature monitoring is one of the biggest threats facing today’s dense computer rooms and data centers. More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to be an IT data center. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85º F, you’re cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, APC or Liebert. The bottom line is that you need to know immediately when temperature problems arise because recovery is simply too expensive.

“25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day.”

Thankfully there’s **TemPageR**, the low price, high value solution that monitors 24x7 to automatically alert your staff when temperature extremes or changes occur. It will log temperatures for easy export, runs without a host PC and easily integrates with advanced monitoring software like *PageR Enterprise*, *OpenView*, *Tivoli & Unicenter*. **TemPageR** is proven protection used by the Fortune 1000, Pentagon, United Nations, U.S. government, and businesses large & small... ***Why not at your facility?***

AVTECH Software has almost 20 years of experience serving data centers around the world. Our **TemPageR** product provides reliable, ‘real-time’ digital temperature monitoring with advanced features. Easy to install and configure, your staff can have **TemPageR** operational in minutes to protect your equipment and data center. If you’re looking to monitor more than temperature, then consider one of our powerful **Room Alert** models to monitor temperature, humidity, power, flood, smoke, entry, and more. Our alerting and automatic corrective action capabilities are the most advanced available.

“Immediate detection & alert notification are the #1 ways to reduce downtime costs.”

To learn more about **TemPageR** or **Room Alert**, visit us online or call to speak with a product specialist. We’re happy to send you printed literature, quotes, evaluation CDs and more. You can request product quotes online for immediate delivery by email. AVTECH Software products ship complete with everything you need and include printed documentation, toll free tech support, and a ‘30-Day Satisfaction Guarantee’ return policy.

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Vulnerability Management
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nCircle is the leading provider of enterprise-class vulnerability management solutions. Global enterprises in the financial services, insurance, government, manufacturing and services industries rely on nCircle to protect their business-critical networks. nCircle's flagship product, the **IP360 Vulnerability Management System**, enables enterprises to find and eliminate vulnerabilities before they can be exploited.

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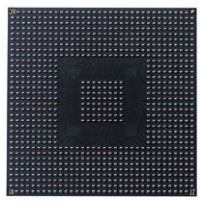

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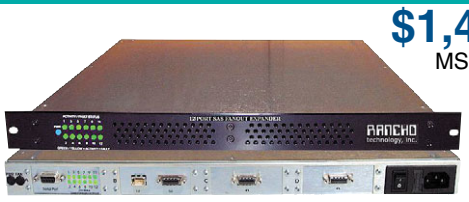

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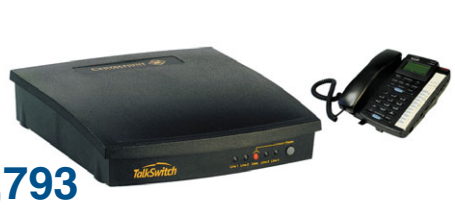

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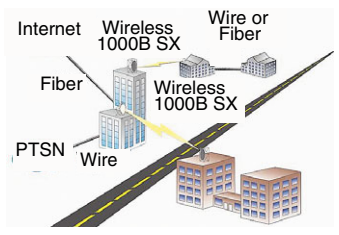

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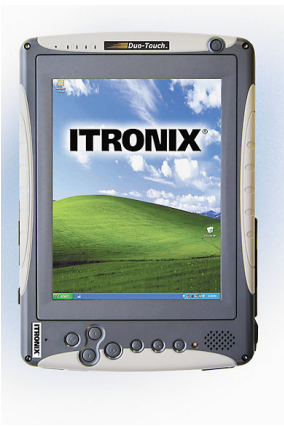

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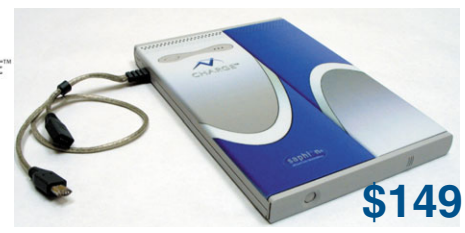

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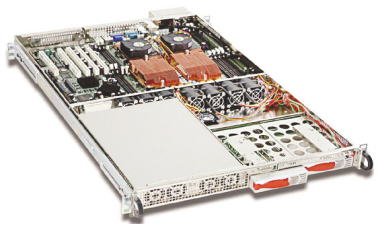

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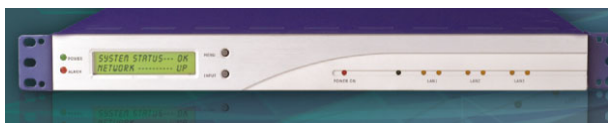

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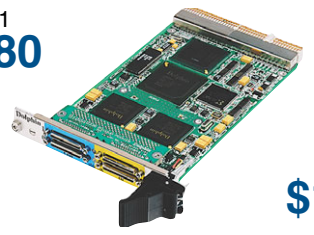

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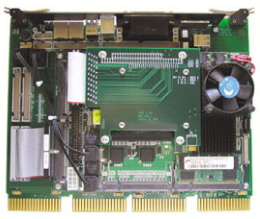

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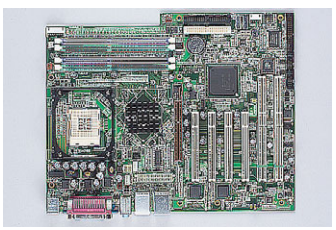

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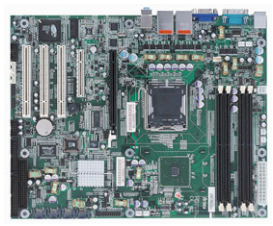

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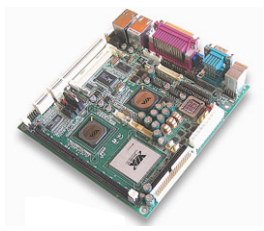

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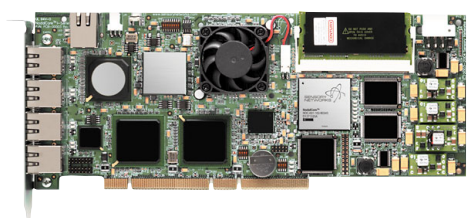

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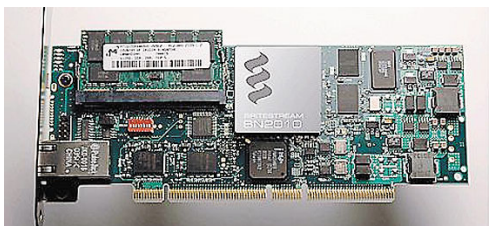

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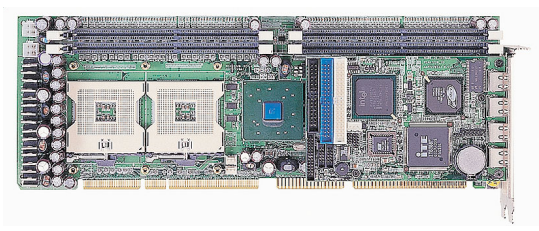

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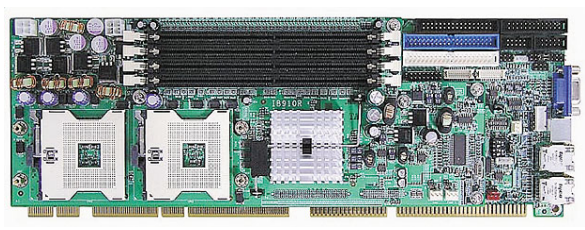

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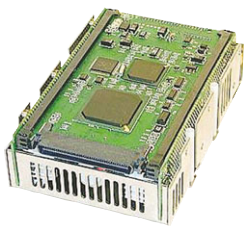

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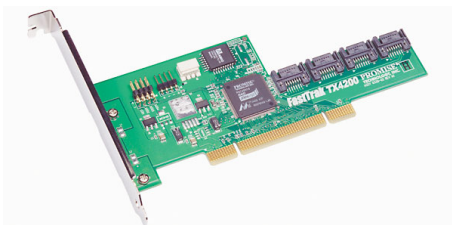

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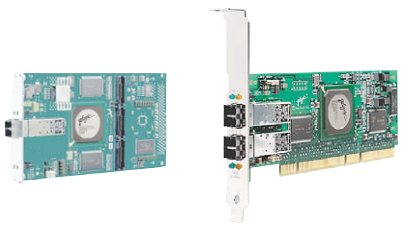

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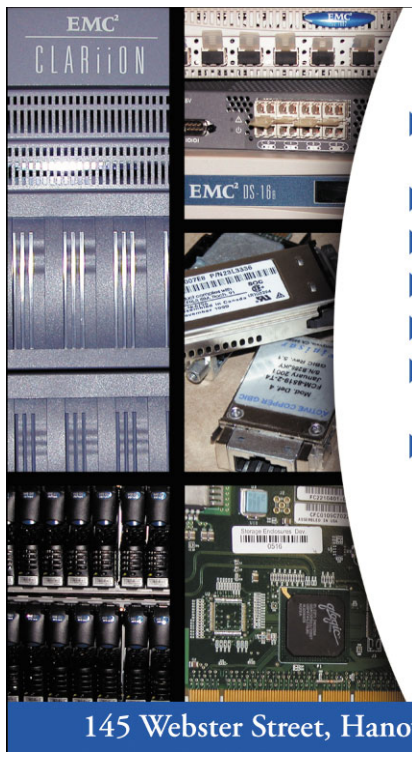
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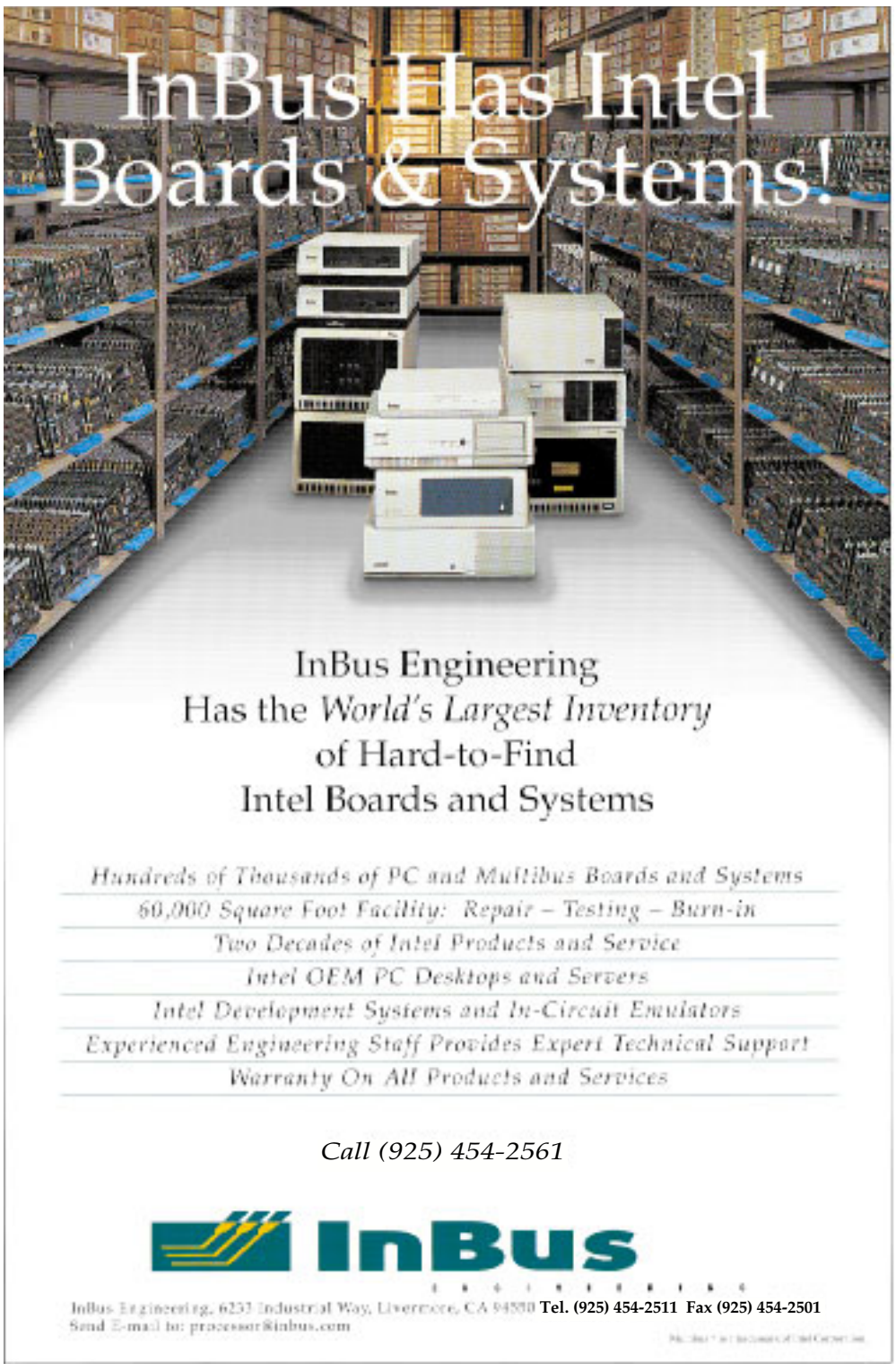

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